



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

**THURSDAY, DECEMBER 12, 2019  
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 August 8, 2019 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

B. Approve Minutes of the October 10, 2019 Special Joint Meeting of the CalOptima Board of Directors' Member Advisory Committee OneCare Connect Member Advisory Committee, Provider Advisory Committee and the Whole-Child Model Family Advisory Committee

**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 Member Advisory Committee. 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. REPORT**

- A. [Consider Recommendation to Rename Member Advisory Committee Seats](#)
- B. Consider Recommendation to Revise Member Advisory Chair and Vice Chair Term Lengths

**VI. MANAGEMENT REPORTS**

- A. [Chief Executive Officer Update](#)
- B. Chief Operating Officer Update
- C. Chief Medical Officer Update

**VII. INFORMATION ITEMS**

- A. Committee Member Updates
- B. Homeless Health Update
- C. Proposition 56 (Tobacco Tax) Update
- D. Behavioral Health Update
- E. Federal and State Legislative Update

**VIII. COMMITTEE MEMBER COMMENTS**

**IX. ADJOURNMENT**

# MINUTES

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

August 8, 2019

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on August 8, 2019, at CalOptima, 505 City Parkway West, Orange, California.

### **CALL TO ORDER**

Chair Molnar called the meeting to order at 2:32 p.m. and led the Pledge of Allegiance.

### **ESTABLISH QUORUM**

Members Present: Sally Molnar, Chair; Patty Mouton, Vice Chair (2:42 p.m.); Suzanne Butler; Sandra Finestone; Connie Gonzalez; Jaime Munoz; Ilia Rolon; Pamela Pimentel; Jacquelyn Ruddy; Mallory Vega (2:39 p.m.); Sr. Mary Therese Sweeney; Christine Tolbert.

Members Absent: Diana Cruz-Toro

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; David Ramirez, M.D., Chief Medical Officer; Belinda Abeyta, Interim Executive Director, Operations; Tracy Hitzeman, Executive Director Clinical Operations; Vy Nguyen, Manager Customer Service; Pallavi Patel, Director Process Excellence; Shamiq Hussain, Sr. Policy Advisor, Government Affairs; Rudy Huebner, Graphic Designer, Communications; Geoff Patino, Manager, Creative Branding, Communications; Cheryl Simmons, Staff to the Advisory Committees; Samantha Fontenot, Program Specialist

### **MINUTES**

#### **Approve the Minutes of the June 13, 2018 Special Meeting of the CalOptima Board of Directors' Member Advisory Committee**

*Action: On motion of Member Sandy Finestone, seconded and carried, the MAC approved the minutes of the June 13, 2019 meeting. (8-0-0, Member Diana Cruz-Toro; Patty Mouton; Mallory Vega absent)*

### **PUBLIC COMMENT**

There were no public comments.

## **REPORTS**

### **Consider Recommendation of Chair and Vice Chair**

MAC received a letter of interest from Christine Tolbert, Members with Special Needs Representative for the Chair position. After no further nominations from the floor Chair Molnar requested a motion to recommend Member Tolbert as the MAC Chair for FY 2019-20.

***Action: On motion of Member Rolon, seconded and carried, the MAC approved the recommendation of Christine Tolbert for a one-year term as the MAC Chair (8-0-0, Member Diana Cruz-Toro absent)***

MAC also received letters of interest from Sally Molnar the Representative for Medically Indigent Persons and Pamela Pimentel the Children's Representative for the Vice Chair position. There were no further nominations from the floor. Chair Molnar requested that her name be removed from Vice Chair consideration and asked for a motion to recommend Pamela Pimentel as MAC Vice Chair for 2019-20.

***Action: On motion of Member Butler, seconded and carried, the MAC approved the recommendation of Pamela Pimentel for a one-year term as the MAC Vice Chair (8-0-0, Member Diana Cruz-Toro absent)***

## **CEO AND MANAGEMENT REPORTS**

### **Chief Executive Officer Update**

Michael Shrader, Chief Executive Officer, provided a verbal update on the Board of Directors' Strategic Planning Session being held at CalOptima August 9, 2019 to develop a 3-year Strategic Plan for 2020-2022. Mr. Schrader noted that Chapman Consulting would be presenting along with two other speakers. He also noted that the meeting would be held at CalOptima as a public meeting.

### **Chief Operating Officer Update**

Ladan Khamseh, Chief Operating Officer, provided an update on the implementation of the Whole-Child Model (WCM) which was implemented July 1, 2019. Ms. Khamseh noted the transition went well with the help of the providers and health networks. She noted that staff at CalOptima continue to hold daily huddles with California Children Services staff from the county, health networks and the providers to ensure all the member needs were being met. CalOptima also participates in daily status call with the Department of Health Care Services (DHCS) to provide an update on the transition. . CalOptima continues to communicate to the members and to the providers the benefits of the program and continues to reach out to non-contracted providers for contracting opportunities.

### **Chief Medical Officer Update**

David Ramirez, M.D., Chief Medical Officer, discussed quality measures, and member experience. Dr. Ramirez announced that CalOptima is reviewing the opportunity for CalOptima to provide texting services to CalOptima members. Dr. Ramirez noted that DHCS is also in the process of releasing Tele Health guidelines which will contribute to the member experience.

## **INFORMATION ITEMS**

### **Health Home Program Update**

Pallavi Patel, Director, Process Excellence, presented an update on the Health Homes Program. (HHP). Ms. Patel noted that CalOptima's anticipated launch date is January 1, 2020 for members with chronic conditions and July 1, 2020 is for those with serious mental illness, with or without a chronic condition. Ms. Patel provided feedback from DHCS along with their recommended objectives and goals for HHP.

### **Annual Healthcare Effectiveness Data and Information Set (HEDIS) Report**

Irma Munoz, Lead Project Manager Quality Analytics, presented the updated HEDIS 2019 results for Medi-Cal, OneCare, and OneCare Connect. Ms. Munoz noted CalOptima's Medi-Cal results for all DHCS Minimum Performance Levels (MPLs) have been met for OneCare and that 44% of the measures performed higher than in 2018. For OneCare Connect she noted that 60% of the measures were higher than the 2018 results and noted that there are opportunities for additional improvement in each category.

### **Health Network Report Card for Members**

Marsha Choo, Manager, Quality Analytics, presented an updated on CalOptima's Health Network Quality Performance Report Card. Ms. Choo provided feedback to the MAC on the quality of care and member satisfaction surveys.

### **Provider Overcapacity Notification**

Marsha Choo, Manager, Quality Analytics, provided an updated on CalOptima's Medi-Cal Primary Care Providers (PCPs) Member Assignment goals and actions. Ms. Choo noted that the DHCS goals are to ensure PCPs do not have more than 2,000 CalOptima members assigned a PCP. CalOptima notifies the PCPs when they are approaching 2,000 or more members. Ms. Choo also mentioned that doctors with over 2,000 members will no longer be assigned new members. The PCP will have to wait three consecutive months before being assigned new members and must be below 2,000 members limit.

### **New CalOptima Website Demonstration**

Geoff Patino, Manager, Creative Branding, and Rudy Huebner, Graphic Designer, Communications, provided a comprehensive demonstration on the new CalOptima Website.

### **Federal & State Budget Update**

Shamiq Hussain, Sr. Policy Advisory, Government Affairs, provided a verbal update on the Federal & State Budget. Mr. Hussain noted the Proposition 56's (Tobacco tax) new proposed supplemental payments will stay in their current form and current payment levels until December 1, 2021. Mr. Hussain also discussed the expansion of the full scope Medi-Cal to the undocumented population starting with ages 19-25. This expansion is anticipated to go into effect no sooner than January 1, 2020. The California Legislature anticipates that there will be 90,000 new Medi-Cal enrollees across the state due to this expansion. Mr. Hussain also discussed the status of the Pharmacy carve-out which was initiated through Governor Newsom's Executive Order in January 2019.

### **MAC Member Updates**

Chair Molnar updated the MAC on an Intergovernmental Transfer Funds (IGT) item discussed at the August 1, 2019 Board meeting. Ms. Molnar also reminded the MAC of the recruitment for the current Long-Term Services and Supports Representative and noted that recruitment would remain open until a candidate was identified.

### **ADJOURNMENT**

Chair Molnar announced the next meeting will be a Special Joint Advisory Committee Meeting scheduled for Thursday, October 10, 2019 at 8:00 a.m.

Hearing no further business, Chair Molnar adjourned the meeting at 4:42 p.m.

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Cheryl Simmons  
Staff to the Advisory Committees

# MINUTES

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

**October 10, 2019**

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

## **CALL TO ORDER**

PAC Chair Nishimoto called the meeting to order at 8:12 a.m., and WCM FAC Chair Byron led the Pledge of Allegiance.

## **ESTABLISH QUORUM**

### **Member Advisory Committee**

Members Present: Christine Tolbert, Chair; Pamela Pimentel, Vice Chair; Diana Cruz-Toro; Connie Gonzalez; Sally Molnar; Patty Mouton; Jamie Munoz (8:50 A.M.); Ilia Rolon; Sr. Mary Therese Sweeney

Members Absent: Sandy Finestone, Jacqueline Ruddy, Mallory Vega

### **OneCare Connect Member Advisory Committee**

Members Present: Patty Mouton, Chair; Jyothi Atluri (non-voting); Josefina Diaz; Keiko Gamez (9:10 AM); Sara Lee; Mario Parada; Donald Stukes

Members Absent: Gio Corzo; George Crits (non-voting); Sandy Finestone; Erin Ulibarri (non-voting)

### **Provider Advisory Committee**

Members Present: John Nishimoto, O.D., Chair; Teri Miranti, Vice Chair; Donald Bruhns; Jena Jensen; John Kelly, M.D.; Junie Lazo-Pearson Ph.D.; Craig Myers; Jacob Sweidan M.D.; Loc Tran, Pharm.D.

Members Absent: Anja Batra, M.D., Tina Bloomer, MHNP, Pat Patton, MSN, RN

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Dr. David Ramirez, M.D. Chief Medical Officer; Len Rosignoli, Chief Information Officer, Candice Gomez, Executive Director, Program Implementation; Albert Cardenas, Director, OneCare Connect Customer Service; Tracy Hitzeman, Executive Director Clinical Operations; Thanh-Tam Nguyen, M.D., Medical Director, Medical Management; Dr. Emily Fonda, Medical Director, Medical Management; Cheryl Simmons, Staff to the Advisory Committees, Customer Service; Samantha Fontenot, Program Assistant, Customer Service

**Whole-Child Model Family Advisory Committee**

Members Present: Maura Byron, Chair; Pam Patterson, Vice Chair (8:58 AM); Sandra Cortez; Brenda Deeley, Kristen Rogers (8:39 AM); Malissa Watson

Members Absent: Cathleen Collins, Kathleen Lear  
*WCM FAC did not achieve a quorum.*

**PUBLIC COMMENT**

There were no requests for public comment.

Michael Schrader, Chief Executive Officer, welcomed all the four Board Advisory Committee members and provided a brief background of the strategic plan formulation and introduced Athena Chapman and Caroline Davis of Chapman Consulting who would be presenting the draft plan.

**INFORMATION ITEMS**

**CalOptima Strategic Plan Update**

Athena Chapman and Caroline Davis of Chapman Consulting provided a comprehensive presentation regarding CalOptima's 2020-2022 Strategic Plan. Mrs. Davis reviewed CalOptima's goals and strategic plan development process with the Members. This process included interviews with CalOptima Board Members, Executive Staff, and the Board Advisory Committees' Chairs and Vice Chairs. Mrs. Chapman discussed the five priorities and objectives for the 2020-2022 Strategic Plan and provided the members with three key discussion questions to solicit feedback. The feedback received by the Advisory Committee Members will be included in the draft presentation at the November 7, 2019 CalOptima Board of Director's Meeting for approval.



**Health Homes Program Whole Person Care Program Comparison**

MAC Chair Tolbert introduced Melissa Tober- Beers from the Orange County Health Care Agency (OCHCA) along with CalOptima's Candice Gomez, Executive Director, Program Implementation and Tracey Hitzeman, Executive Director, Clinical Operations. Ms. Tober-Beers, Ms. Gomez, and Ms. Hitzeman jointly presented on the Whole Person Care (WPC) and Health Homes Program (HHP) providing details on the comparisons and contrasts of each of these programs.

**ADJOURNMENT**

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

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Cheryl Simmons  
Staff to the Advisory Committees

# 2020 MAC Position Description

## ***Adult Beneficiaries Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima adult members in pursuit of their health and wellness
- At least three years of employment in the field and/or three years of experience in field or “is a member with lived-experience”
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Behavioral/Mental Health Representative (Formerly Persons with Mental Illness Representative)***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima members with behavioral/mental health needs such as:
  - Licensed Clinical Social Worker (LCSW)
  - Marriage and Family Therapist (MFT)
  - Mental Health Facility or Hospital Psychiatric Facility
  - Psychologists
  - Psychiatrist
  - Registered Psychiatric Nurse (Psych RN)
  - Multi-Specialty Clinics/Group Practice
  - Community Mental Health Center
  - Board Certified Behavior Analyst-D (BCBA-D)
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members

- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Children Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima Medi-Cal children in pursuit of their health and wellness
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Consumer Representative***

### **Position Description**

- Must be a current CalOptima Medi-Cal member
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Family Support Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima families in pursuit of their health and wellness
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Foster Children Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima foster children in pursuit of their health and wellness
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Long Term Services and Supports Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima members who are in a(n):
  - Intermediate Care Facility – Developmentally Disabled
  - Intermediate Care Facility – Developmentally Disabled – Nursing
  - Intermediate Care Facility -Developmentally Disabled – Habilitative
  - Level B Adult Subacute
  - Level B Pediatric Subacute
  - Level B Skilled Nursing Facility
  - Nursing Facilities – Intermediate Care Facility Level A
  - Skilled Nursing Facilities
  - Skilled Nursing Facilities/Subacute Level B
  - Adult Day Health Care
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Medi-Cal Beneficiaries Representative***

### **Position Description**

- Current CalOptima Medi-Cal member or current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima Medi-Cal beneficiaries
- When license or credential is required, applicant must have an active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima Medi-Cal members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC

meetings

- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Medical Safety Net Representative (Formerly Medically Indigent Persons Representative)***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima members who utilize and are treated by:
  - Federally Qualified Health Centers (FQHCs)
  - Community Clinics
  - Recuperative Care Providers
  - Low Income Assistance Providers
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Persons with Disabilities Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima persons with disabilities in pursuit of their health and wellness
- Candidate should represent an organization that does advocacy work on behalf of persons with disabilities with either direct medical or non-medical services for Medi-Cal members of all ages
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s) and local chapters.
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members

- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Persons with Special Needs Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima persons with special needs in pursuit of their health and wellness
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Preferred for applicant to belong to appropriate professional/trade association(s)
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Recipients of CalWORKs Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima CalWORKs members in pursuit of their health and wellness
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience as a CalWORKs recipient or representative
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings and actively contribute
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Seniors Representative***

### **Position Description**

- Current experience collaborating with, and ability to reach out, seek input and advocate for CalOptima seniors including, but not limited to:
  - Community Based Adult Services (CBAS) Centers
  - Community-Based Organization (CBO)
  - Senior centers
- When license or credential is required, applicant must have active CA license/credential as appropriate
- Knowledge of CalOptima managed care systems and programs
- Minimum three years of experience directly representing CalOptima members
- Understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings and actively contribute
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Health Care Agency Representative (Standing Seat)***

### **Position Description**

- Represented by the Orange County Health Care Agency
- No term limits
- Must have understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***Social Services Representative (Standing Seat)***

### **Position Description**

- Represents CalOptima members and is appointed by the Orange County Social Services Agency
- No term limits
- Must have understanding and familiarity with the diverse cultural and/or social environments of Orange County
- Availability and willingness to attend regular, special and ad hoc MAC meetings
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks



## ***MAC Chair***

### **Position Description**

- Availability and willingness to attend regular and special MAC meetings
- Facilitate all MAC meetings using standard meeting rules of order
- Demonstrate leadership and openness, enabling meeting attendees to achieve preset meeting goals
- Liaison between MAC and the Board of Directors
- Provides MAC Report to CalOptima Board of Directors' monthly meetings
- Two-year term
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

## ***MAC Vice-Chair***

### **Position Description**

- Availability and willingness to attend regular and special MAC meetings
- Facilitate in absence of the MAC Chair all MAC meetings using standard meeting rules of order
- Demonstrate leadership and openness, enabling meeting attendees to achieve preset meeting goals
- Liaison in absence of the MAC Chair between MAC and the Board of Directors
- Provide MAC Report to CalOptima Board of Directors' at monthly meetings when MAC Chair is unavailable
- Two-year term
- All appointments to the committee will be appointed by the CalOptima Board and are subject to OIG/GSA verification and possible background checks

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## MEMORANDUM

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**DATE:** November 26, 2019

**TO:** CalOptima Board of Directors

**FROM:** Michael Schrader, CEO

**SUBJECT:** CEO Report — December 5, 2019, Board of Directors Meeting

**COPY:** Sharon Dwiers, Interim Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; OneCare Connect Member Advisory Committee; and Whole-Child Model Family Advisory Committee

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### **CalOptima Earns State Quality Award for the Fifth Year in a Row**

Great news! CalOptima extended our run of recognition by the state, receiving the Department of Health Care Services (DHCS) Outstanding Performance Award for Large Scale Plans for the fifth year in a row. Presented recently at the regulator’s annual quality meeting, CalOptima had staff on hand to accept the honor, with a certificate that states “in recognition of your efforts for going above and beyond for Medi-Cal managed care members...” Thanks to your Board and all providers for continuing to support this agency’s efforts to lead California in Medi-Cal quality.

### **Community Health Centers Group Honor CalOptima for Partnership**

On November 14, the Coalition of Orange County Community Health Centers honored CalOptima during the group’s 45th anniversary event, presenting the agency with the Community Partner Award. I thanked coalition members for their partnership, emphasizing our longstanding shared mission to care for vulnerable populations as well as our current initiatives to better serve individuals experiencing homelessness through clinical field teams and other programs.

### **CalOptima Names New Executive Director, Operations**

Former Customer Service Director Belinda Abeyta has been promoted to Executive Director, Operations. Belinda filled this role in an interim capacity for seven months, ensuring that CalOptima’s day-to-day functions of serving members and ensuring provider payments ran smoothly. As Executive Director, Belinda is responsible for overseeing Customer Service, Grievance and Appeals Resolution Services (GARS), Claims Administration, E-Business and Coding Initiatives. She started her career with CalOptima in 2014 as director of GARS before moving into her Customer Service role. She has 25 years of leadership experience in claims for both public and private health care organizations, including Inland Empire Health Plan and St. Joseph Heritage Health. She holds a bachelor’s degree in health science from California State University, Long Beach and an MBA from University of Phoenix.

### **America’s Health Insurance Plans (AHIP) Meeting Brings Opportunity to Interact With Key Federal Policy Makers**

On November 12–13, I attend an AHIP Board meeting during which the association reiterated its Medicaid managed care focus on three areas: rates, coverage and benefits, and managed care plan value. Regarding rates, AHIP is monitoring block grant waivers, medical loss ratio guidance, and CMS rate reviews and rule changes, including the Medicaid Fiscal Accountability

Rule (described below). Regarding coverage and benefits, AHIP is focused on waivers, the public charge rule and dual eligible integration. Finally, about managed care plan value, AHIP is examining research on quality and the impact of carve-outs. Further, the Board meeting was also valuable for the opportunity to connect with policy makers. Three senators with leadership roles on health care and financial committees made presentations, and I was part of a small group of six CEOs from public and commercial health plans invited to attend a private meeting with Alex Azar, secretary of U.S. Health and Human Services, which oversees the Centers for Medicare & Medicaid Services (CMS). During the meeting, Azar stated that his vision for health care centers on affordability, quality and choice. Finally, I was appointed to a new AHIP Administrative Committee, exploring how the association can strengthen service to the three “vertical” markets defined as Medicare, Medicaid and Commercial. AHIP plans even more commitment to Medicaid by hiring staff and bringing on other resources, and as part of the committee, I will help guide these efforts.

### **Medicaid Fiscal Accountability Rule Focused on More Transparent Financial Practices**

On November 12, CMS released its draft Medicaid Fiscal Accountability Rule, which was proposed in response to federal Medicaid spending growth and concerns about financial transparency. In a fact sheet accompanying the rule, CMS stated that the intent of the proposed regulations is to strengthen the fiscal integrity of the Medicaid program and ensure that state supplemental payments and financing arrangements are transparent and value-driven. Three major provisions would: 1) strengthen state-level reporting requirements; 2) clarify Medicaid financing definitions and processes for “base” and “supplemental” payments; and 3) reduce questionable financing mechanisms. Regarding the third category, the rule would update some requirements around Intergovernmental Transfers (IGTs) and their funding sources as well as health care-related taxes and donations. At this stage, CMS is soliciting stakeholder input on the rule and will be accepting comments for 60 days.

### **California Advancing and Innovating Medi-Cal (CalAIM) Initiative Garnering Considerable Attention Statewide as Workgroup Meetings Begin**

In the short time since the October 28 introduction of CalAIM, activity has ramped up quickly. DHCS held the first three workgroup sessions: Population Health Management and Annual Health Plan Open Enrollment (November 5), Behavioral Health (November 8), and Enhanced Care Management and In Lieu of Services (November 20). Another 19 sessions are planned through February 2020. CalOptima has clear visibility of the activity in the groups through our associations, Local Health Plans of California (LHPC) and California Association of Health Plans (CAHP). The workgroup sessions are highly structured, involving detailed PowerPoint presentations and specific written questions about which DHCS is seeking feedback. LHPC and CAHP are hosting weekly calls and compiling answers to the questions. Separately, the state and the associations are engaging outside of the meetings on topics in CalAIM but not covered by a workgroup, such as regional rate setting and long-term care integration. Public plans, including CalOptima, consider population health management, enhanced care management and in lieu of services the priority areas, since they have the earliest proposed implementation, starting 2021. In fact, an all-day meeting between the state and plan leaders about enhanced care management and in lieu of services was just announced for February 10, 2020. I will continue to share CalAIM updates with your Board.

### **State to Audit CalOptima in January, Delegated Entity to Participate**

DHCS formally notified CalOptima about the annual medical audit of Medi-Cal and OneCare Connect (Medicaid-based services only). The regulator will be on site from January 27–February 7, 2020. DHCS will audit CalOptima’s compliance with contractual and regulatory requirements in the areas of utilization management, case management and coordination of care, availability and accessibility, member’s rights, quality management, and administrative and organizational capacity, for the review period of February 1, 2019, to January 31, 2020. A key difference in the 2020 audit is the requirement that a CalOptima delegate participate, and DHCS has chosen to engage Monarch HealthCare for its review of OneCare Connect.

### **Health Education Team Organizes Successful Anti-Vaping Event in Anaheim**

CalOptima’s Health Education team within the Population Health Management department partnered with community organizations to present Escape the Vape, an educational anti-smoking event targeted at school children. Held on November 21 at the Ponderosa Park Community Center in Anaheim, more than 300 children attended, many with a parent. The American Cancer Society was a key collaborator as the event coincided with the 40th anniversary of the Great American Smokeout, a nationwide effort encouraging smoking cessation. Escape the Vape included a dozen booths with information, entertainment and activities. The anti-vaping theme attracted TV coverage from Telemundo and KTLA.

### **Employee Engagement Survey Results Show Positive Ratings, Highlight Opportunities**

CalOptima shared results of the Employee Engagement Survey with employees during the All Hands meeting on November 14. DecisionWise administered the survey, and DecisionWise Senior Consultant David Long presented an overview that showed CalOptima’s scores, highlighting areas receiving positive feedback and those needing improvement. He said that CalOptima’s overall rating was 72% favorable and 18% neutral, which are similar to the averages seen across DecisionWise’s large client base. Executive Director, Human Resources Brigitte Gibb announced that workgroups have been formed to respond to three opportunities for improvement: cross-functional communication, professional growth and employee voice (being responsive to ideas and suggestions from employees). The workgroups, which include employees from various departments and at various career levels, started November 15.