NOTICE OF A
SPECIAL MEETING OF THE
CALOPTIMA BOARD OF DIRECTORS’
MEMBER ADVISORY COMMITTEE

TUESDAY, FEBRUARY 25, 2020
9:00 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. 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
C. Consider Recommendation of Member Advisory Committee Candidate for Persons with Disabilities Representative

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. Trauma Informed Care and Adverse Childhood Experiences Screening (ACE)
C. Health Homes Update
D. Intergovernmental Transfer (IGT) 9 Update
E. Medi-Cal Healthier California for All Update
F. Behavioral Health Update

VIII. **Committee Member Comments**

IX. **Adjournment**
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.

Cheryl Simmons
Staff to the Advisory Committees
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

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.

______________________________
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

<table>
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<th>Children Representative</th>
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<tr>
<td><strong>Position Description</strong></td>
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| • 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 |

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<thead>
<tr>
<th>Consumer Representative</th>
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<td><strong>Position Description</strong></td>
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| • 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
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
January 2020 Brings Two Program Launches, Restoration of Medi-Cal Benefits

As the new decade rang in, two CalOptima programs designed to enhance services and care coordination for members began and a variety of Medi-Cal benefits were restored.

- **Health Homes Program (HHP):** Phase 1 of CalOptima’s HHP went live January 1 for members with eligible chronic conditions and substance use disorders. Raising awareness about the voluntary program is an ongoing priority, and CalOptima and our health networks are reaching out to eligible members with information about the program and enrollment details. HHP benefits range from comprehensive care management and care transitions support to housing navigation services and accompaniment to doctor visits. Data show that approximately 7,000 members may be eligible to participate in the first phase. A second phase is planned for July 2020.

- **Behavioral Health:** Administration of behavioral health benefits for OneCare and OneCare Connect (OCC) members has transitioned from Magellan Healthcare to CalOptima. Members in need of services for mild to moderate mental health conditions will now work with CalOptima directly. The January 1 change went smoothly, as CalOptima took over utilization management of members with active services and began responding to incoming calls. The transition allows for a more coordinated approach to physical and mental health.

- **Restored Medi-Cal Benefits:** California has reinstated several Medi-Cal benefits that were cut in 2009 due to the recession. Effective January 1, adult members are now covered for eyeglasses, podiatry, audiology, speech therapy, and incontinence creams and washes. The FY 2019–20 state budget includes more than $17 million for the benefits.

California Advancing and Innovating Medi-Cal (CalAIM) Changed to Medi-Cal Healthier California for All; Stakeholder Engagement Continues

Effective January 8, Gov. Gavin Newsom and the Department of Health Care Services (DHCS) renamed CalAIM to Medi-Cal Healthier California for All. The change was made to highlight the well-known Medi-Cal name and better align the initiative with the governor’s platform to build a “California for All,” according to a press release. The effort to gather stakeholder feedback about the many proposals is ongoing. As I have shared in prior reports, CalOptima is focused on those initiatives that have the most potential to immediately impact our agency, especially enhanced care management and in lieu of services. In fact, managed care plans must provide a transition plan by July 2020 that addresses how Whole-Person Care and HHP will move to enhanced care management and in lieu of services, effective January 2021. CalOptima is looking forward to a February 10 meeting with DHCS to learn more about the proposed
transition. Given the significance of the changes under consideration, I will continue to share regular updates about Medi-Cal Healthier California for All with your Board.

**State Budget Proposal Offers a Glimpse at FY 2020–21 Priorities**

On January 10, Gov. Newsom released his proposed budget for FY 2020–21. Overall, the budget anticipates that the California economy will continue to grow (albeit at a slower rate than previous years) and proposes a total state budget of $222.2 billion, with a surplus of more than $5 billion. Some of the surplus will support the governor’s policy priorities, including expanding access to Medi-Cal for undocumented seniors age 65 and older, and addressing the state’s homelessness crisis. To that end, the budget proposes $750 million to establish the California Access to Housing and Services Fund, which would be dedicated to moving individuals and families into stable housing. The governor is also pursuing an ambitious agenda to transform the Medi-Cal delivery system through the newly renamed Medi-Cal Healthier California for All package of proposals, which received a $695 million allocation. Another major piece of the governor’s health plan is reducing prescription drug costs. This past year, his emphasis was on bulk purchasing of prescription drugs by carving out pharmacy from Medi-Cal managed care. This year, he proposes that the state negotiate partnerships with generic drug manufacturers to establish California’s own generic drug label. The May Revision is the next step in California’s budget process, and staff are monitoring its development.

**Organizations Respond to Behavioral Health Integration (BHI) Incentive Opportunity**

Aiming to improve health outcomes, DHCS created six BHI incentive programs using Proposition 56 funds and tasked Medi-Cal managed care plans with administering the application process and applying DHCS-developed selection criteria. CalOptima received 30 BHI incentive program applications from 15 organizations seeking nearly $10 million.

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<th>BHI Incentive Program</th>
<th>Number of Applications</th>
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<td>Basic behavioral health integration</td>
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<td>Maternal access to mental health and substance use disorder screening and treatment</td>
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<td>Medication management for beneficiaries with co-occurring chronic medical and behavioral diagnoses</td>
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<td>Diabetes screening and treatment for people with serious mental illness</td>
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<tr>
<td>Improving follow-up after hospitalization for mental illness</td>
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<tr>
<td>Improving follow-up after emergency department visit for behavioral health diagnosis</td>
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<td>TOTALS</td>
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CalOptima is required to review and score applicants, subject to DHCS criteria and approval, as well as distribute funding and monitor the programs. CalOptima formed an evaluation committee of internal and external reviewers, and the group met in late January for training on the state’s scoring criteria and timeline. Reviews are due to DHCS by February 18, and CalOptima will issue participation decisions by March 18. Programs are then expected to go live on April 1 and continue until December 31, 2022.
CalOptima Submits Medicaid Fiscal Accountability Rule (MFAR) Comment Letter
In my December 2019 CEO Report, I shared the growing concern about MFAR’s impact on Medi-Cal financing. At the recommendation of our advocates, CalOptima submitted formal comments to complement the efforts of DHCS and our state and federal trade associations. MFAR’s proposed constraints on generating additional funding through public hospital financing, the Managed Care Organization tax, and supplemental payments, such as Intergovernmental Transfers, could leave a large hole in California’s budget that was previously filled by federal matching dollars.

Supreme Court Permits Public Charge Rule, Potentially Affecting Medicaid Enrollment
On January 27, in a 5–4 decision, the Supreme Court ruled to allow the Trump Administration to implement the Public Charge Final Rule with an expanded means test for immigrants seeking naturalization. The rule expands how the federal government interprets and determines “public charge” to include immigrants who access cash public benefits, such as welfare, but also non-cash public benefits, including Medicaid (Medi-Cal in California). The rule makes it more difficult for immigrants to obtain permanent residency if they have used or are likely to use public benefits. Observers believe the rule will discourage immigrants from seeking health care coverage or cause them to drop their existing coverage, lest they compromise their naturalization status. The Supreme Court lifted a stay that had blocked implementation until a lawsuit against the rule was settled. The lawsuit is still pending.

California Children’s Services (CCS) Advisory Group to Gather Post-Transition Data
The January 22 quarterly meeting of the CCS Advisory Group focused on upcoming efforts to capture family feedback about the Whole-Child Model (WCM) and establish health plan performance measures.

- **Telephone Survey**: UC San Francisco has been engaged to conduct a telephone survey of parents of CCS children in WCM and non-WCM counties. The goal is to assess participant satisfaction, experiences with care, and perceived changes in access, quality and care coordination since the WCM transition. UCSF is in the process of finalizing the survey, which will be administered from April to June. The target sample size is 3,000 respondents. Preliminary findings are not expected until December 2020.

- **Dashboard Template**: The state released a sample WCM Performance Dashboard for stakeholder review and comment. It is designed to collect data about health plans’ WCM programs. Some of the suggested measures include enrollment figures, emergency room visits, inpatient admissions, prescription use, mental health services, NICU authorizations, and grievances and appeals. The timeframe for publishing the dashboard was not announced. The group was supportive of the dashboard and asked that it include data from not only the five WCM plans but also from the counties that have not transitioned to WCM.

Annual State Audit Underway, Reviewing Medi-Cal and OCC
On January 27, DHCS began its annual medical audit of Medi-Cal and OCC (Medicaid-based services only). Auditors are expected to be on site until February 7, studying 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.
OCC Event Draws Current and Prospective Members
On Saturday morning, January 25, CalOptima welcomed more than 60 prospective and current members to our third OCC Member Retention/Outreach Event at the Garden Grove Community Center. The event included a presentation about the 2020 OCC program and benefits, which was followed by a Q&A session with internal subject matter experts from our Customer Service and Pharmacy departments as well as external experts from Community Legal Aid SoCal, Vision Service Plan and Denti-Cal. In addition, members had an opportunity to visit 16 resource tables, which featured contracted health networks, vendors, CalOptima departments and community-based organizations.

CalOptima Names Sharon Dwiers Clerk of the Board
After serving in an interim capacity, Sharon Dwiers has been named Clerk of the Board. Ms. Dwiers assists the Board and Board committee chairs in conducting public meetings and serves as the custodian of official agency records for public and government use. She has been with CalOptima for more than 23 years.