



**NOTICE OF A  
REGULAR MEETING OF THE  
WHOLE-CHILD MODEL  
FAMILY ADVISORY COMMITTEE**

**TUESDAY, MARCH 19, 2024  
9:30 A.M.**

**CalOptima Health  
505 City Parkway West, Suite 150-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. To speak on an item during the public comment portion of the agenda, please register using the Webinar link below. Once the meeting begins the Question-and-Answer section of the Webinar will be open for those who wish to make a public comment and registered individuals will be unmuted when their name is called. You must be registered to make a public comment.

In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the Clerk of the Board's Office at (714) 246-8806, at least 72 hours prior to the meeting.

The Regular Whole-Child Model Family Advisory Committee's meeting agenda and supporting materials are available for review at CalOptima Health, 505 City Parkway West, Orange, CA 92868, 8 a.m. – 5:00 p.m., Monday-Friday, and online at [www.caloptima.org](http://www.caloptima.org).

Register to Participate via Zoom at:

[https://us06web.zoom.us/webinar/register/WN\\_qFGObYviQsC1S\\_k7nCDSvQ](https://us06web.zoom.us/webinar/register/WN_qFGObYviQsC1S_k7nCDSvQ) and Join the Meeting.

Webinar ID: 891 7390 2575

**Passcode: 602785 -- Webinar instructions are provided below.**

1. **CALL TO ORDER**  
*Pledge of Allegiance*
2. **ESTABLISH QUORUM**
3. **APPROVE MINUTES**  
[Approve Minutes of the December 19, 2023 Regular Meeting of the Whole-Child Model Family Advisory Committee](#)
4. **PUBLIC COMMENT**  
*At this time, members of the public may address the Whole-Child Model Family Advisory committee on matters not appearing on the agenda, but within the subject matter jurisdiction of the Committee. Speakers will be limited to three (3) minutes.*
5. **INFORMATIONAL ITEMS**
  - A. California Children’s Services Update
  - B. [CalAIM Update](#)
  - C. Committee Member Updates
6. **MANAGEMENT REPORTS**
  - A. [Chief Executive Officer](#)
  - B. Chief Operating Officer
  - C. Chief Medical Officer
7. **COMMITTEE MEMBER COMMENTS**
8. **ADJOURNMENT**

## TO JOIN THE MEETING

**Please register for the Regular Meeting of the Whole-Child Model Family Advisory Committee on March 19, 2024 at 9:30 a.m. (PDT)**

To **Register** in advance for this webinar:

[https://us06web.zoom.us/webinar/register/WN\\_qFGObYviQsC1S\\_k7nCDSvQ](https://us06web.zoom.us/webinar/register/WN_qFGObYviQsC1S_k7nCDSvQ) and join from a PC, Mac, iPad, iPhone or Android device

On day of meeting, please click this URL to join: Please click this URL to join.

<https://us06web.zoom.us/j/89173902575?pwd=6odfEberDfPLclq13DCaf2PHr4mtbf.1>

Passcode: **602785**

One tap mobile:

+16694449171,,89173902575#,,,\*602785# US

+12532050468,,89173902575#,,,\*602785# US

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 444 9171 or +1 253 205 0468 or +1 253 215 8782 or +1 346 248 7799 or +1 719 359 4580 or +1 720 707 2699 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209 5623 or +1 386 347 5053 or +1 507 473 4847 or +1 564 217 2000 or +1 646 558 8656 or +1 646 931 3860 or +1 689 278 1000 or +1 301 715 8592

**Webinar ID: 891 7390 2575**

**Passcode: 602785**

# MINUTES

## REGULAR MEETING OF THE CALOPTIMA HEALTH WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE

December 19, 2023

A Regular Meeting of the Whole-Child Model Family Advisory Committee (WCM FAC) was held on December 19, 2023 at CalOptima Health, 505 City Parkway West, Orange, California via in-person and teleconference (Zoom).

### **CALL TO ORDER**

Maura, WCM FAC member called the meeting to order at 9:35 a.m. and led the Pledge of Allegiance.

### **ROLL CALL**

Members Present: Kristen Rogers, Chair (Remote); Maura Byron; Jennifer Heavener; Erika Jewell (Remote); Cally Johnson (Remote); Monica Maier (Remote.); Sofia Martinez (Remote) (9:50 a.m.); Janis Price (9:38 a.m.); Lori Sato (Remote)

Members Absent: Jessica Putterman;

Others Present: Yunkyung Kim, Chief Operating Officer; Richard Pitts, D.O. Ph.D., Chief Medical Officer; Thanh-Tam Nguyen, M.D., Medical Director; Sharon Dwiers, Clerk of the Board; Cheryl Simmons, Staff to the Advisory Committees;

### **MINUTES**

#### **Approve the Minutes of the September 19, 2023 Regular Meeting of the CalOptima Board of Directors' Whole-Child Model Family Advisory Committee**

*Action: On motion of Member Maier, seconded and carried, the WCM FAC Committee approved the minutes of the September 19, 2023, meeting. (Motion carried 7-0-0; Members Martinez and Putterman absent)*

### **PUBLIC COMMENTS**

There were no public comments.

## **REPORTS**

### **Consider Recommendation of WCM FAC Vice-Chair**

The WCM FAC held a recruitment for their Vice-Chair seat and members were asked to submit a letter of interest. Erika Jewell, Consumer Advocate submitted a letter of interest for the Vice-Chair position on the WCM FAC. There were no nominations from the floor.

***Action: On motion of Member Maier, seconded and carried, the WCM FAC Committee approved the recommendation to appoint Erika Jewell as the WCM FAC Vice-Chair. (Motion carried 7-0-0; Members Martinez and Putterman absent)***

*At this time, Member Maura Byron acting as Chair rearranged the agenda to hear Item 7. Information Items before returning to Item 6. CEO and Management Reports*

## **INFORMATION ITEMS**

### **Available Medical Services to California Children Services Children**

The committee received presentations from the children's hospitals in the Los Angeles and Orange County areas. Children's Health Orange County (CHOC), Miller's Children's Hospital, Long Beach and Children's Hospital Los Angeles all presented on their services for children in the Whole-Child model Program. Michael Weiss, M.D., Vice President Population Health presented on behalf of CHOC, Dr. Graham Tse, Chief Medical Officer along with Christina Bell, Executive Director, Outpatient Specialty Clinics and Donna Rosenlund, Director, Social Work Services presented on behalf of Miller's Children Hospital, Long Beach. Mona Patel, M.D., presented on behalf of Children's Hospital, Los Angeles.

### **Kaiser Transition Update**

Kinisha Mills Campbell, Executive Director, Medi-Cal Care Coordination from Kaiser Permanente presented an update on the Kaiser Medi-Cal transition that would become effective on January 1, 2024. Ms. Campbell answered questions from the members in attendance as it pertained to the Whole-Child Model Medi-Cal children that would be transferred.

## **CEO AND MANAGEMENT REPORTS**

### **Chief Operating Officer Report**

Yunkyung Kim, Chief Operating Officer, thanked the members on the committee for their service and the candid feedback on the Whole-Child Model program. She also noted that the feedback received on the Workforce Development plan had allowed for the first round of funding which would be focused on education opportunities with four additional pillars to be funded.

### **Whole-Child Model Family Advisory Committee Member Updates**

Maura Byron thanked the committee for completing their compliance courses and noted that the committee would undergo the annual recruitment beginning on February 1, 2024. She noted that there were three Authorized Family Member Seats with terms expiring and a Consumer Advocate

Minutes of the Special Meeting of the  
CalOptima Health Board of Directors'  
Whole-Child Model Family Advisory Committee  
December 19, 2023  
Page 3

Representative whose term was expiring. She asked the committee to please help recruit for these available seats. She reminded the committee that the next meeting would be held on March 19, 2024 and wished everyone Happy Holidays.

**ADJOURNMENT**

Hearing no further business, Maura Byron adjourned the meeting at 11:38 a.m.

/s/ Cheryl Simmons

Cheryl Simmons  
Staff to the Advisory Committees

*Approved: March 19, 2024*



# CalOptima Health

## WCM CalAIM Update

Mia Arias, Director, CalAIM Operations

### Our Mission

To serve member health with excellence and dignity, respecting the value and needs of each person.

### Our Vision

By 2027, remove barriers to health care access for our members, implement same-day treatment authorizations and real-time claims payments for our providers, and annually assess members' social determinants of health.

# CalAIM Timeline

- Medi-Cal Transformation will span a multi-year period, with the first reforms already underway effective January 1, 2022, and subsequent reforms to be phased in through 2027.
- All community supports and ECM populations of focus are live.

# Community Supports Highlights

- ★ Launched all **14** Community Supports
- ★ Contracted and onboarded **73** providers/vendors
- ★ Provided over **48K** members with a CS service
- ★ Helped house over **1,000** members
- ★ Eliminated a wait-list for housing navigation services

# CS Numbers for Children/Youth

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<b>Service</b>	<b># Youth Served</b>
Asthma Remediation	31
Day Habilitation Programs	42
Environmental Accessibility Adaptations	4
Housing Deposit	37
Housing Navigation	361
Housing Tenancy & Sustaining Services	68
Medically Tailored Meals	6,945
Personal Care/Homemaker	19
Respite Services	32

# ECM Highlights

★ Completed 2 ECM Academy Cohorts

★ Contracted **42** community-based ECM Providers

- Community Health Centers/FQHCs
- Community Based Non-Profit Organizations
- Adult Day Health Center
- Medical Group
- Hospitals

★ Provided over **4,000** members with ECM services

# 2023: New Grant Partnerships

- Housing and Homeless Incentive Program (HHIP)  
86 grants totaling \$70.5M dollars
  - Equity, Capacity Building, Permanent Affordable Housing Development, the Pulse for Good Program, and the Nonprofit Healthcare Academy, collaboration with CoC
  - Coming soon: NOFO Round 3 including more equity grants, transitional housing development and systems change
- Incentive Provider Program (IPP)  
63 grants totaling \$8.3M
  - Capacity building for 2022 community supports providers, and two cohorts of the ECM Academy
  - Coming soon: CHW Academy

# Looking toward 2024 and beyond...



Serve more members with a focus on the underrepresented and hard to reach.

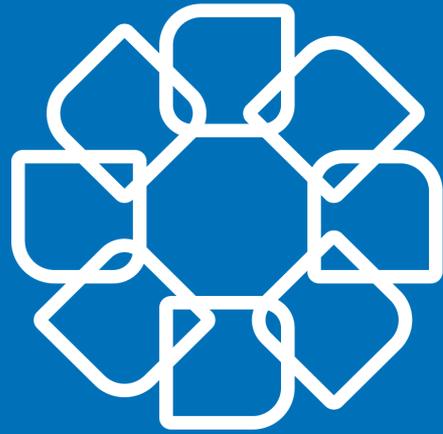


Work together to improve quality of services and provide consistent care across the county.



Engage the community to ensure our members voices drive the evolution of CalAIM services.

# Questions?



# CalOptima Health

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   @CalOptima



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## MEMORANDUM

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DATE: March 1, 2024

TO: CalOptima Health Board of Directors

FROM: Michael Hunn, Chief Executive Officer

SUBJECT: CEO Report — March 7, 2024, Board of Directors Meeting

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

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### **A. CalOptima Health Takes Protective Action Amid Change Healthcare Cyberattack**

On February 21, Change Healthcare, a subsidiary of UnitedHealth Group, experienced a cyber incident, leading the organization to proactively take its systems offline to safeguard partners and patients. Change Healthcare offers tools for payment and revenue cycle management, and its system outages have disrupted operations in pharmacies and health systems across the country. UnitedHealth said that more than 90% of the nation's pharmacies have set up modified electronic claims processing workarounds, while the rest have set up offline processing systems. Certain Change Healthcare functions used by CalOptima Health have been impacted — primarily claims payments and claims clearinghouse services. Medical care, member services and treatment authorizations for CalOptima Health members remain unaffected by the incident. CalOptima Health established alternative business processes to ensure continuity of operations and sent providers information about alternate options for billing. To mitigate risks, we disconnected our systems from UnitedHealth Group subsidiaries, including Change Healthcare and Optum Healthcare, the latter of which acquired Change Healthcare in 2021. While we anticipate restoring connectivity with the Optum network shortly, contingent upon receiving an attestation letter certifying network safety, the recovery process for the Change Healthcare network is anticipated to take significantly longer. The Department of Health Care Services (DHCS) was notified of the incident within the required 24-hour timeframe.

### **B. PACE Earns a High Participant Satisfaction Score**

CalOptima Health's Program of All-Inclusive Care for the Elderly (PACE) participated in an annual participant satisfaction survey, conducted by a third-party research firm. The program received the second-highest overall participant satisfaction score in the state, at 94%, compared with an all-plan average of 89%. Nineteen other PACE organizations were surveyed. The scoring is based on participant interviews and assesses the full range of PACE services from medical care and therapies to meals and recreational activities. The commitment that our PACE team brings to their work every day is reflected in these high satisfaction results.

### **C. CalOptima Health Performs Well in DHCS Quality Measures**

CalOptima Health is proud to announce achievements of meeting the 2022 DHCS standard for 100% of measures in the behavioral health; chronic disease management; and reproductive health and cancer

prevention domains. In the child health domain, CalOptima Health reached the 2022 DHCS standard for over 75% of measures. CalOptima Health met the 2022 DHCS standard for 93.3% of measures, ranking us among the top managed care plans in the state. CalOptima Health is not among the 18 plans across the state that received a sanction for low-quality standard results. We are very proud of our team and their continued focus on quality.

#### **D. Medi-Cal Renewal and Adult Expansion Updates**

- **Medi-Cal Expansion Community Collaborative**

CalOptima Health is launching outreach efforts to ensure potentially eligible individuals are aware of the opportunity to receive Medi-Cal coverage regardless of immigration status. In early February, staff invited more than a dozen community leaders who work with immigrant populations to join a community collaborative to share insights, expertise and guidance that will shape our communications and community engagement efforts. Input from these leaders will help ensure CalOptima Health appropriately uses Board-approved funding to outreach to the vulnerable populations who may benefit most from the Medi-Cal expansion.

- **Medi-Cal Renewal Robocalls and Emails**

CalOptima Health has been using a new technology tool in our Medi-Cal renewal texting campaign and recently expanded use of the tool by piloting robocalls and emails. In February, we deployed an English-only email reminding the April and May renewal groups to take action to keep their Medi-Cal. The email open rate was high, so we are hopeful about increasing the use of this strategy. Separately, we engaged the May cohort who only have landlines by sending a robocall (approximately 5,000 members). These additional outreach methods increase our ability to contact more members.

- **Santa Ana City Council Presentation on Medi-Cal Renewal/Expansion**

On February 20, County of Orange Social Services Agency (SSA) Director An Tran and I gave a presentation to the Santa Ana City Council regarding our ongoing Medi-Cal renewal efforts as well as Medi-Cal adult expansion. Councilmembers expressed appreciation for our proactive engagement with the city, including our coordination on an upcoming renewal and enrollment event on Saturday, April 13, at Centennial Park with Mayor Pro Tem Thai Viet Phan, SSA and other community partners. Significantly, nearly 53% of Santa Ana residents are CalOptima Health members, which is the most members in any single Orange County city.

- **Community Resource Fair**

CalOptima Health's highly successful series of 2023 community events focused on Medi-Cal renewal continues in 2024 and adds a focus on Medi-Cal adult expansion. The first event of the year is planned on Saturday, March 2, in Orange at El Modena High School. Attendees will be able to update their Medi-Cal contact information, apply for CalFresh and Medi-Cal, learn about community resources, and receive free food and diapers.

#### **E. Government Affairs Updates**

- **Commendation on Street Medicine Program**

On February 15, U.S. Rep. Katie Porter spoke on the floor of the U.S. House of Representatives to commend CalOptima Health's Street Medicine Program. CalOptima Health appreciates the support and looks forward to continuing our work with legislators to improve the community's response to homelessness and increase affordable housing in Orange County. Listen to her speech [here](#).

- **Federal Advocacy Trip**

In early February, leaders from the Government Affairs and Strategic Development departments traveled to Washington, D.C., for several policy and advocacy meetings in coordination with CalOptima Health's federal trade association, the Association for Community Affiliated Plans.

Following a day of policy sessions that featured health care advisors for the U.S. Senate Committee on Finance and the White House Domestic Policy Council, CalOptima Health met with all six offices of Orange County's U.S. House delegation as well as the office of U.S. Senator Alex Padilla to share recent updates and federal priorities regarding Street Medicine, Medi-Cal renewal, workforce development, prior authorization improvements, and more.

#### **F. CalAIM Provider and Grantee Summit Draws Nearly 90 Organizations**

CalOptima Health hosted our first-ever CalAIM Provider and Grantee Summit with 135 attendees from nearly 90 provider and community partner organizations. To celebrate the work we have accomplished together in providing CalAIM services, the event featured member success stories, a lived experience panel discussion and Q&A, and a keynote speech by Rishi Manchanda, M.D., MPH., President and CEO of HealthBegins. We look forward to continuing to work together in service to our members.

#### **G. \$15 Million Cancer Screening Notice of Funding Opportunity Open Until March 29**

CalOptima Health is offering \$15 million in first-round grant funding to increase early detection and reduce late-stage diagnoses of breast, cervical, colorectal and lung cancer among Medi-Cal members. This funding is part of a Board-approved five-year, \$50.1 million Comprehensive Community Cancer Screening and Support Program to improve quality and member experience during cancer screening and treatment. The grant application period closes March 29 at 5 p.m., with awards planned for June 2024. The notice of funding opportunity is posted on our [website](#).

#### **H. New Program Forms Partnerships Between FQHCs and Homeless Shelters**

On January 1, 2024, CalOptima Health launched the Homeless Clinic Access Program (HCAP), a partnership between Federally Qualified Health Centers (FQHCs) and homeless shelters to coordinate mobile clinics and provide accessible, reliable and quality medical care for individuals experiencing homelessness in Orange County. HCAP is designed to be inclusive and open to all members, regardless of network affiliation. Participating FQHCs will receive an incentive from CalOptima Health for providing services at shelters based on submitted claims documenting the services provided. Shelters will also receive an incentive for their participation in HCAP.

#### **I. CalOptima Health Board Advisory Committees Seek New Members**

CalOptima Health encourages interested members/family members, community members and providers to apply for several open seats on our Board of Directors' advisory committees. The Member Advisory Committee and Whole-Child Advisory Committee advise the Board and staff on member issues. The Provider Advisory Committee represents diverse provider constituencies, including hospitals, physicians, nurses, allied health professionals, long-term care services and community health centers. To learn more and apply, visit our website [here](#).

#### **J. CalOptima Health Receives Advancing Equity Leadership Award**

On February 24, Access California Services honored CalOptima Health at its Annual Gala with the Advancing Equity Leadership Award. Access California is a community-based organization offering direct health and human services to underserved populations, focusing on Arab-American and Muslim-American communities.

#### **K. Staff Member Receives Award from Assemblywoman Cottie Petrie-Norris**

On March 14, Soledad Rivera, Community Relations Manager at CalOptima Health will be honored as a 2024 Women of the Year Award by Assemblywoman Cottie Petrie-Norris. The award recognizes three women from Petrie-Norris' 73<sup>rd</sup> District for their service and leadership within their communities.

#### **L. CEO Michael Hunn Serves on the Orange County Business Council Board**

On February 15, I was reinstated to an additional term on the Orange County Business Council's (OCBC) Board of Directors. As part of our engagement with OCBC, CalOptima Health works with both health care and non-health care stakeholders on strategic initiatives and policy opportunities that improve Orange County's economic conditions and workforce climate for the benefit of our members, providers and community stakeholders.

#### **M. CalOptima Health Gains Media Coverage**

Reflecting the media's recognition of our ongoing innovation and program development, CalOptima Health received the following coverage:

- On February 5, CalOptima Health Executive Director of Medi-Cal/CalAIM Kelly Bruno-Nelson was interviewed for [Freed Associates' Healing Healthcare series](#) on how we are achieving CalAIM success through partnerships, collaboration and innovation.
- On February 8, CalOptima Health distributed a [press release](#) about the Board-approved \$15 million funding opportunity for cancer programs. [New Santa Ana](#) ran an article about the funding.
- On February 19, the [Orange County Business Journal](#) featured an interview with me about how CalOptima Health is addressing issues beyond traditional health insurance, such as homelessness, food insecurity, drug overdoses and more.
- On February 27, CalOptima Health distributed a [press release](#) about expanding our Street Medicine Program to Costa Mesa and Anaheim. The following media covered the news:
  - Huntington Beach News
  - [KFI Radio](#)



## Fast Facts

March 2024

**Mission:** To serve member health with excellence and dignity, respecting the value and needs of each person.

### Membership Data\* (as of January 31, 2024)

Total CalOptima Health Membership <b>934,605</b>	<b>Program</b>	<b>Members</b>
	Medi-Cal	916,772
	OneCare (HMO D-SNP)	17,380
	Program of All-InclusiveCare for the Elderly (PACE)	453
*Based on unaudited financial report and includes prior period adjustment		

### Operating Budget (for seven months ended January 31, 2024)

	YTD Actual	YTD Budget	Difference
Revenues	\$2,730,304,350	\$2,424,435,616	\$305,868,734
Medical Expenses	\$2,541,970,688	\$2,271,978,004	(\$269,992,684)
Administrative Expenses	\$130,791,563	\$145,958,947	\$15,167,384
Operating Margin	\$57,542,099	\$6,498,665	\$51,043,434
Medical Loss Ratio (MLR)	93.1%	93.7 %	(0.6%)
Administrative Loss Ratio (ALR)	4.8%	6.0%	1.2%

Note: Totals may not add due to rounding

### Reserve Summary (as of January 31, 2024)

	Amount (in millions)
Board Designated Reserves	\$631.9*
Capital Assets (Net of depreciation)	\$94.4
Resources Committed by the Board	\$581.3
Resources Unallocated/Unassigned	\$499.0*
<b>Total Net Assets</b>	<b>\$1,806.6</b>

\*Total of Board-designated reserves and unallocated resources can support approximately 96 days of CalOptima Health's current operations.

**Total Annual Budgeted Revenue**

**\$4 Billion**

NOTE: CalOptima Health receives its funding from state and federal revenues only. CalOptima Health does not receive any of its funding from the County of Orange.

[Back to Agenda](#)

# CalOptima Health Fast Facts

March 2024

## Personnel Summary (as of February 24, 2024, pay period)

	Filled	Open	Vacancy % Medical	Vacancy % Administrative	Vacancy % Combined
Staff	1,310.05	84.6	46.57%	53.43%	6.07%
Supervisor	77	5	40%	60%	6.10%
Manager	113	10	54.55%	45.45%	8.13%
Director	60.75	5	40%	60%	7.60%
Executive	19	3	---	100%	13.64%
<b>Total FTE Count</b>	<b>1,579.8</b>	<b>107.6</b>	<b>47.89%</b>	<b>52.11%</b>	<b>6.38%</b>

*FTE count based on position control reconciliation and includes both medical and administrative positions.*

## Provider Network Data (as of January 31, 2024)

	Number of Providers
Primary Care Providers	1,235
Specialists	9,330
Pharmacies	553
Acute and Rehab Hospitals	39
Community Health Centers	52
Long-Term Care Facilities	104

## Treatment Authorizations (as of December 31, 2023)

	Mandated	Average Time to Decision
Inpatient Concurrent Urgent	72 hours	8.30 hours
Prior Authorization – Urgent	72 hours	16.09 hours
Prior Authorization – Routine	5 days	2.28 days

*Average turnaround time for routine and urgent authorization requests for CalOptima Health Community Network.*

## Member Demographics (as of January 31, 2024)

Member Age		Language Preference		Medi-Cal Aid Category	
0 to 5	8%	English	55%	Temporary Assistance for Needy Families	39%
6 to 18	23%	Spanish	30%	Expansion	38%
19 to 44	36%	Vietnamese	9%	Optional Targeted Low-Income Children	7%
45 to 64	20%	Other	2%	Seniors	10%
65 +	13%	Korean	2%	People With Disabilities	5%
		Farsi	1%	Long-Term Care	<1%
		Chinese	<1%	Other	<1%
		Arabic	<1%		