



**NOTICE OF A
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**

THURSDAY, DECEMBER 9, 2021

8:00 A.M.

**CALOPTIMA
505 CITY PARKWAY WEST, SUITE 107
ORANGE, CALIFORNIA 92868**

AGENDA

This agenda contains a brief, general description of each item to be considered. The Committees 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.

To ensure public safety and compliance with emergency declarations and orders related to the COVID-19 pandemic, individuals are encouraged not to attend the meeting in person. As an alternative, members of the public may:

- 1) Listen to the live audio at +1 (562) 247-8422- Access Code: 790-065-846 or**
- 2) Participate via Webinar at <https://attendee.gotowebinar.com/register/5432505952824391438> rather than attending in person. Webinar instructions are provided below.**

- I. CALL TO ORDER**
Pledge of Allegiance
- II. ESTABLISH QUORUM**

III. PUBLIC COMMENT

At this time, members of the public may address the Committees 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 Advisory Committees. When addressing the Committees, it is requested that you state your name for the record. Please address the Committees as a whole through the Chair. Comments to individual Committee members or staff are not permitted. Speakers will be limited to three (3) minutes.

IV. CEO AND MANAGEMENT REPORTS

- A. Chief Executive Officer Update
- B. Chief Operating Officer Update
- C. Chief Medical Officer Update
- D. Public Affairs Update

V. INFORMATIONAL ITEMS

- A. [Medi-Cal Rx Update](#)
- B. [Strategic Plan Implementation Update](#)
- C. Committee Member Updates

VI. COMMITTEE UPDATES

VII. ADJOURNMENT

Webinar Information

1. Please register for the Special Joint Board Advisory Committee Meeting on December 9, 2021 at 8:00 a.m. PST at:

<https://attendee.gotowebinar.com/register/5432505952824391438>

After registering, you will receive a confirmation email containing a link to join the webinar at the specified time and date.

Note: This link should not be shared with others; it is unique to you.

Before joining, be sure to [check system requirements](#) to avoid any connection issues.

2. Choose one of the following audio options:

TO USE YOUR COMPUTER'S AUDIO:

When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.

United States: [+1 \(562\) 247-8422](tel:+15622478422)

Access Code: [790-065-846](tel:790065846)

Audio PIN: Shown after joining the webinar



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Medi-Cal Pharmacy Carve Out (Medi-Cal Rx)

December 9, 2021

Joint Meeting of the Board Advisory Committees

Emily Fonda, M.D.

Chief Medical Officer

Background

- Executive Order (EO) N-01-19 : Effective January 1, 2021, DHCS is “carving out” part of the pharmacy benefit from managed-care plans and moving it to the fee-for-service (FFS) program
 - November 2020: postponed start to April 1, 2021
 - February 2021: postponed start to January 1, 2022
- “Medi-Cal Rx” is the name DHCS has given to this new system of how Medi-Cal pharmacy benefits will be administered

Medi-Cal Rx

- The State of California selected a Pharmacy Benefit Manager (PBM) vendor to administer the new pharmacy program: Magellan Rx
- Effective January 1, 2021, CalOptima Medi-Cal outpatient pharmacy claims will be processed through Magellan Rx instead of MedImpact (current PBM), and providers will have to follow the state “formulary”, which is called the Contract Drug List (CDL)
- MedImpact will be retained for OC/OCC/PACE

Medi-Cal Rx (cont.)

- Medi-Cal activities covered by the new program include:
 - Claims processing for all pharmacy services billed by pharmacies through Magellan Rx:
 - Medications
 - Enteral nutrition products
 - Some medical supplies
 - Prior authorizations
 - Customer Service and grievances (beneficiaries and providers)
 - Health plan coordination activities (Magellan Rx liaison)

Medi-Cal Rx (cont.)

- CalOptima retained Medi-Cal pharmacy responsibilities:
 - Member care coordination as defined by DHCS (includes interaction with Magellan Rx liaison)
 - Oversee clinical aspects of pharmacy adherence
 - Provide disease and medication management
 - Processing and payment of all medications and supplies billed on medical and institutional claims (Physician Administered Drugs (PAD) billed by non-pharmacy providers, such as chemotherapy)
 - Participation on the Medi-Cal Global Drug Utilization Review (DUR) Board and other DHCS pharmacy committees
 - All PACE and OneCare Connect Medi-Cal pharmacy benefits

Medi-Cal Rx Risks

- 180-day transition period benefit may suddenly create high TAR (PA)* volume when it ends, with potential medication delays
- Negative impact on care coordination
- Confusion for members and providers
- Magellan Rx training website is not yet fully operational
- Potential decrease in plan quality scores

* Treatment Authorization Request/Prior Authorization

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Medi-Cal Rx Risks (cont.)

- Prior Authorization process
 - Providers will not be able to phone in PAs
 - Providers can only submit PAs via:
 - Fax
 - U.S. Mail
 - Magellan Rx portal
 - EHR (CoverMyMeds® only)
 - Members cannot initiate a PA
 - Potential PA denials are forwarded from Magellan to DHCS for review, which may result in delayed decisions
 - Magellan may keep deferred PAs with no response open for 30 days

Medi-Cal Rx Risks (cont.)

○ Appeals process

- Members will not be able to appeal PA denials, they can only file State Fair Hearings
- Providers cannot appeal PA denials by phone
- Providers can only submit appeals via:
 - Fax
 - Magellan Rx portal
 - U.S. Mail
- If a provider does not explicitly write “appeal” on an appeal submitted via fax or mail, Magellan will start the case as a new PA
- Magellan will have 60 days to process an appeal
- There is not a shorter review timeframe for expedited appeals

Medi-Cal Rx Risks (cont.)

- Non-formulary/PA required hospital discharge and emergency medication supplies are limited to a 72-hour supply without a PA
 - Pharmacies may dispense supplies over a 72-hour supply (including unbreakable packages), but will need to fill out a paper claim with justification for retro reimbursement
 - Pharmacies risk non-payment for these retro requests if they are not approved
- No written policy for lost/stolen/vacation/school medication supplies

Medi-Cal Rx Risks (cont.)

- Whole-Child Model

- Potential disruption to medication access for these medically fragile children due to this transition
- Standard PBM prior authorization criteria and processes do not adequately address the unique needs of children with serious medical conditions (CalOptima has a special process with MedImpact to accommodate these children)
- Limited state Contract Drug List (formulary) requires a TAR (PA) for some common medications for which CalOptima did not require authorization
- CalOptima Pharmacy Management staff have worked with CHOC management to propose changes to medication coverage post-carve out to DHCS — ongoing process

Medi-Cal Rx Risks (cont.)

- Revisions to the Provider Relations and Customer Service IVRs have been developed to direct callers to Magellan Rx effective 1-1-22
 - If members have unresolved urgent medication access issues after contacting Magellan Rx, Customer Service staff will triage cases to CalOptima Pharmacy Management to assist
 - If providers have unresolved urgent medication access issues after contacting Magellan Rx, they can choose to be directed to the CalOptima Pharmacy Management phone line
 - CalOptima Pharmacy Management staff will contact providers, pharmacies and/or the Magellan Rx liaison to resolve issues
- CalOptima Pharmacy Management staff will have limited access to the Magellan Rx claims system and will not be able to perform overrides (e.g., hospital discharge)

Communication and Training: Members

- Members receive two mailings
 - 60-day from DHCS
 - 30-day from CalOptima
- Magellan Rx will not open their call center until January 1, 2022
- CalOptima Customer Service will be responsible for answering all calls regarding the carve out before January 1, 2022
- Customer Service representatives are required to follow a script for members who may call CalOptima first and get referred to Magellan Rx

Communication and Training: CalOptima

- A CalOptima Multi-Departmental Workgroup has been regularly meeting since December 2019 to coordinate activities related to the carve out
- CalOptima began sending out communications to health networks and providers in July 2020
- CalOptima included presentations about the carve out in Health Network Forums and other meetings (WCM-CAC, WCM-FAC, PAC, MAC, P&T, QIC)
- CalOptima staff continue to participate in Medi-Cal Rx stakeholder meetings
 - LHPC
 - CAHP
 - DHCS meetings and forums

Communication and Training: Providers

- Pharmacies and providers receive updates from DHCS via the Medi-Cal news and Provider Bulletins
- Providers can register for the DHCS Medi-Cal Rx Subscription Service (MCRxSS) for email updates:
 - <https://mcrxsspages.dhcs.ca.gov/Medi-CalRxDHCSgov-Subscription-Sign-Up>
- Medi-Cal Rx training materials and resources for providers can be found on the Magellan Medi-Cal Rx website:
 - <https://medi-calrx.dhcs.ca.gov/home/>

Our Mission

To provide members with access to quality health care services delivered in a cost-effective and compassionate manner



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CalOptima 2020–2022 Strategic Plan Update

Joint Advisory Committee
December 9, 2021

Claudia Magee, Interim Director, Strategic Development

Agenda

- Engagement of Board Advisory Committees
- Active initiatives in four focus areas
- Initiatives in development
- Next steps

Engagement of Board Advisory Committees

- March joint advisory committee meeting
 - Provided overview of plan development and initiatives
 - Gathered feedback on category purpose statements
 - Received additional ideas for existing/new initiatives and processes
- April advisory committee meetings
 - Validated prior feedback and requested additional input

Feedback Themes

Collaboration and advocacy	Education and awareness
Full integration of services	Interventions for populations of focus
Reporting data trends and program updates	Social Determinants of Health plan

Active Initiatives in Four Focus Areas

1. Behavioral Health (BH)

- BH Integration
- Expansion of BH Network

3. Service Delivery Model

- California Advancing and Innovating Medi-Cal (CalAIM)
- Virtual Care Strategy
- OneCare Network Build for 2023

2. Equity

- Equity Framework
- Population Health Equity Analysis and Interventions

4. Social Determinants of Health (SDOH)

- CalAIM Community Supports
- Homeless Health Initiatives
- Community Collaborations

Note: Meeting packet contains a full list of Third Quarter Initiatives

Initiatives in Development

Initiative	Category	Development Time Frame
Fresh Produce Delivery for Members with Poorly Controlled Diabetes*	SDOH	Summer 2021
Communication Strategies for Members and Providers	Organizational Operations	Summer/Fall 2021
Annual Wellness Visits Utilization (OneCare Connect)	Quality Improvement	Winter 2021–22
Homeless Health Initiative (e.g., Homeless Response Team expansion)*	SDOH	Summer 2022
Building Community with Members	Community Engagement	Spring 2022
Remote Monitoring for High Utilizers with Select Conditions	Quality Improvement	Spring 2022
School-Based Behavioral Health Services	Behavioral Health	Current efforts pending DHCS guidance

* Initiative falls into one of the four categories established by the Board of Directors.

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Next Steps

- Quarterly updates on initiatives in development
- Annual progress report on currently tracked initiatives
- Return to Board of Directors for approval of specific initiatives and/or funding, as needed
- New Strategic Plan development process in 2022

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