

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

**THURSDAY, MAY 11, 2017
2:30 P.M.**

**CALOPTIMA
505 CITY PARKWAY WEST, SUITE 109-N
ORANGE, CALIFORNIA 92868**

AGENDA

This agenda contains a brief, general description of each item to be considered. The Committee may take any action on all items listed. Except as otherwise provided by law, no action shall be taken on any item not appearing in the following agenda.

Information related to this agenda may be obtained by contacting the CalOptima Clerk of the Board at 714.246.8806 or by visiting our website at www.caloptima.org. In compliance with the Americans with Disabilities Act, those requiring special accommodations for this meeting should notify the Clerk of the Board's office at 714.246.8806. Notification at least 72 hours prior to the meeting will allow time to make reasonable arrangements for accessibility to this meeting.

I. CALL TO ORDER

Pledge of Allegiance

II. ESTABLISH QUORUM

III. APPROVE MINUTES

A. Approve Minutes of the March 9, 2017 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC)

IV. PUBLIC COMMENT

At this time, members of the public may address the Committee on general topics. Public Comment on posted item(s) will follow staff presentation of the item(s) to the Committee. If you wish to speak on an item contained in the agenda, please complete a Public Comment Request Form(s) identifying the item(s) and submit the form to the assistant to the MAC. When addressing the Committee, it is requested that you state your name for the record. Please address the Committee as a whole through the Chair. Comments to individual Committee members or staff are not permitted. Speakers will be limited to three (3) minutes.

V. REPORTS

- A. Consider Approval of FY 2016-17 MAC Accomplishments
- B. Consider Approval of FY 2017-18 MAC Meeting Schedule
- C. Consider Approval of FY 2017-18 MAC Goals & Objectives

- D. Consider Recommendation of FY 2017-18 MAC Slate of Candidates and Chair/Vice Chair
- E. Consider Reclassification of MAC Long-Term Care Seat

VI. CEO AND MANAGEMENT REPORTS

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

VII. INFORMATION ITEMS

- A. MAC Member Updates
- B. Group Needs Assessment
- C. Member Trend Report 2016
- D. Community Based Adult Services (CBAS) and Skilled Nursing Facility (SNF) 2016 Satisfaction Survey Results

VIII. COMMITTEE MEMBER COMMENTS

IX. ADJOURNMENT

MINUTES

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

March 9, 2017

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on March 9, 2017, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair Mallory Vega called the meeting to order at 2:33 p.m., and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Mallory Vega, Chair; Connie Gonzalez; Patty Mouton; Jaime Muñoz; Carlos Robles; Christina Sepulveda; Velma Shivers; Sr. Mary Therese Sweeney; Christine Tolbert

Members Absent: Suzanne Butler; Sandy Finestone; Donna Grubaugh; Sally Molnar; Victoria Hersey; Lisa Workman

Others Present: Michael Schrader, Chief Executive Officer; Candice Gomez, Executive Director, Program Implementation; Donald Sharps, MD, Medical Director; Emily Fonda, MD, Medical Director; Tracy Hitzeman, Executive Director, Clinical Operations; Richard Helmer, MD, Chief Medical Officer; Phil Tsunoda, Executive Director, Public Affairs; Belinda Abeyta, Director, Customer Service; Becki Melli, Customer Service

MINUTES

Approve the Minutes of the January 12, 2017, Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

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

Chair Mallory Vega welcomed two new MAC members: Carlos Robles representing Recipients of CalWORKs, and Jaime Muñoz representing Foster Children. The members introduced themselves to the committee.

PUBLIC COMMENT

Pamela Pimentel, Co-Chair, Orange County Health Improvement Partnership (OCHIP) – Oral re: OCHIP, a public, private partnership that is dedicated to improving the health of communities in Orange County through community assessments and collaborations with community partners.

CHIEF EXECUTIVE OFFICER AND MANAGEMENT TEAM DISCUSSION

Chief Executive Officer Update

Michael Schrader, Chief Executive Officer, reported that CalOptima continues to track potential changes to the Affordable Care Act (ACA) provisions involving Medicaid expansion and to advocate for the best possible outcome for Orange County. Mr. Schrader explained that although the proposed House Republican bill to repeal and replace the ACA has been released, it is too early to know what impact it will have on CalOptima, as many changes will occur as it proceeds through Congress. However, one of the proposed provisions is the transition of federal Medicaid funding to a per-capita cap basis by 2020 from the existing 50/50 split in funding between the federal government and state government. Mr. Schrader noted that CalOptima serves 548,000 members under Medi-Cal classic while Medi-Cal expansion added an additional 234,000 CalOptima members. CalOptima's expansion members are adults between 19-64 years of age.

Chief Medical Officer Update

Dr. Helmer, Chief Medical Officer, announced that several projects are scheduled for the Behavioral Health Integration department, such as integrating behavioral health throughout CalOptima's operations, providing oversight and accountability of behavioral health services and serving as subject matter experts for all lines of business.

CalOptima Pay for Value Update

Abraham Manase, Senior Data Analyst, Quality Analytics, presented the 2016 results from the Pay for Value (P4V) program, noting that the purpose of P4V is to recognize and reward health networks and their providers for demonstrating quality performance and improvement. In addition, P4V provides comparative information to the public on CalOptima's performance and provides industry standard benchmarks and feedback to the health networks on their quality improvement efforts. Mr. Manase also reviewed the proposed 2017 program scoring and payment methodology that rewards providers for performance and improvement, noting that both factors are important when measuring the health network's overall performance. He added that the focus of P4V is to improve members' health, provide better care and lower health care costs.

Mimi Cheung, Supervisor, Quality Analytics, presented the 2017 member and provider incentives designed to improve quality of care. She explained that the member incentives feature women's health screenings and the provider incentives encourage provider offices to improve charting and focus on helping members get their cancer screenings.

Chief Operating Officer Update

Belinda Abeyta, Director, Customer Service, provided the COO report, announcing that the CalOptima Community Network (CCN) will close to new auto assignments as of April 1, 2017. CCN has reached the membership maximum under the auto assignment guidelines. This does not affect members that choose CCN as their network or through family link.

INFORMATION ITEMS

MAC Member Updates

Chair Vega announced that the Provider Advisory Committee (PAC) would like to convene an annual joint MAC/PAC meeting similar to the joint advisory committee meeting last year in which behavioral health issues were addressed. After discussion, MAC members expressed interest in convening a joint meeting to address areas of mutual concern. Members Patty Mouton and Christine Tolbert volunteered to serve on the ad hoc subcommittee to develop the agenda for the combined MAC/PAC meeting.

Chair Vega announced that recruitment has begun for the six MAC seats that will expire on June 30, 2017, including Adult Beneficiaries, Family Support, Medi-Cal Beneficiaries, Persons with Disabilities, Recipients of CalWORKs and Seniors. For those who are reapplying, the application is on the CalOptima website. Chair Vega also noted the appointment of MAC Chair and Vice Chair for FY 2017-18. The deadline to apply for all positions is March 31, 2017.

Boys and Girls Clubs of Garden Grove (BGCGG)

Member Christina Sepulveda, Vice President, Boys and Girls Clubs of Garden Grove (BGCGG) presented an overview of BGCGG, explaining that BGCGG serves over 6,500 youth daily in central Orange County through various youth development programs and family strengthening services. BGCGG serves a culturally diverse community that speaks 70 different languages. Member Sepulveda shared that some of the youth programs include education and career development, character and leadership building, life skills, and sports and recreation. The family strengthening program provides parents the necessary tools, relationships, networks, and supports to raise their children successfully, which includes involving parents as decision makers in how their communities meet family needs. Member Sepulveda added that a key program at BGCGG is ARCHES, which stands for Access to Resources for Children's Health, Education, and Support. ARCHES connects families to resources and services in the community to ensure the needs of the whole child are met.

Managed Behavioral Health Organization (MBHO) Update

Donald Sharps, MD, Medical Director, Behavioral Health Integration, presented an update on the transition of Magellan Health, Inc., as the new MBHO. Dr. Sharps reported that Magellan manages a local call center to serve CalOptima's members. He reported that the call center maintained all its reporting goals during the first couple months of the transition despite an average monthly call volume approximately three times the average. Dr. Sharps also reported that Magellan's providers covered 95 percent of the behavioral health cases for Medi-Cal members and 100 percent for OneCare Connect members. MAC was pleased to learn that members experienced so little disruption during the transition. Dr. Sharps added that a quality improvement initiative for 2017 would assess the behavioral health needs of long-term care members residing in skilled nursing facilities.

Federal and State Legislative Update

Phil Tsunoda, Executive Director, Public Policy and Government Affairs, provided additional information on the process of the proposed House bill to repeal and replace the ACA. He reported that two House Republican committees, the House Ways and Means Committee and the House Energy and Commerce Committee, passed their versions of the proposed bill. The House Budget Committee will take the two versions from the committees and merge them into one bill for the House of Representatives to consider during the week of March 20, 2017.

Chair Vega announced that the next MAC meeting is Thursday, May 11, 2017 at 2:30 p.m.

ADJOURNMENT

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

/s/ _____
Cindi Reichert
Program Assistant

Member Advisory Committee FY 2016-2017 Accomplishments

During FY 2016-2017, the Member Advisory Committee (MAC) of the CalOptima Board of Directors provided input on member issues to ensure that CalOptima members receive high quality health care services. The following list highlights the accomplishments:

- A member of the MAC participated as a reviewer for the member health needs assessment request for proposal (RFP) vendor proposals. The Board of Directors approved CalOptima to lead and conduct a county-wide Medi-Cal member health needs assessment.
- A member of the MAC participated on the RFP committee that reviewed and selected Magellan Health, Inc. as CalOptima's managed behavioral health organization.
- MAC members reviewed the intergovernmental transfer (IGT) expenditure update and supported the funding of the proposed programs. For IGTs 4 and 5, funding categories were developed by a special workgroup of the Member and Provider Advisory Committees, with additional recommendations from the CalOptima Board.
- MAC members reviewed CalOptima's draft Strategic Plan for 2017-2019 and supported the Board of Directors' approval of the updated plan, including new strategic priorities, innovation, value, and partnerships and engagement.
- MAC members supported CalOptima's recommendation to extend the health network minimum enrollment timeframe, contingent upon the health network's performance and meeting operational requirements.
- MAC members recommended the addition of a Vice Chair position at the November 10, 2016 meeting to assist the Board-appointed MAC Chair, ensuring smooth and streamlined committee administration. The Board approved the Vice Chair position at the December 1, 2016 meeting.
- A MAC Nomination Ad Hoc Subcommittee convened to select the proposed slate of candidates, Chair and Vice Chair for the positions due to expire on June 30, 2017. The MAC reviewed the proposed candidates at its May 11, 2017 meeting and forwarded their recommendations to the Board for consideration and approval at its June 1, 2017 meeting.

- A MAC Goals and Objectives Ad Hoc Subcommittee convened to develop goals and objectives for FY 2017-18. Based on the Board-approved Strategic Plan, MAC approved the FY 2017-18 MAC Goals and Objectives on May 11, 2017 and submitted them to the Board as an informational item on June 1, 2017.
- MAC members and individuals from the community gave informative presentations at MAC meetings to help MAC stay connected to those they represent. In addition, MAC increased its awareness of the autism community and their needs through provider and community presentations.
- Several MAC members attended CalOptima sponsored community education events, such as Community Alliance Forums and Awareness and Education Seminars.
- All MAC members completed the annual Compliance Training.
- MAC Chair and Seniors' representative participates on the PACE Advisory Committee to provide input to the PACE Center. In addition, the MAC Chair reports to the Quality Assurance Committee of the Board regarding the PACE Center.
- MAC Chair presented a monthly MAC Report at CalOptima Board of Directors' meetings to provide the Board with input and updates on the MAC's activities.
- MAC members contributed at least 245 "official" hours to CalOptima during FY 2016-17, including MAC meetings, ad hoc meetings, and Board meetings. These hours do not account for the innumerable hours that MAC members dedicate to members on a day-to-day basis.

The MAC thanks the CalOptima Board for the opportunity to provide updates on the MAC's activities. The MAC welcomes direction or assignment from the Board on any issues or items requiring study, research, and input.



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Member Advisory Committee FY 2017-2018 Meeting Schedule

July

Thursday, July 13, 2017

September

Thursday, September 14, 2017*
8:00 a.m. – 10:00 a.m.

November

Thursday, November 9, 2017

January

Thursday, January 11, 2018

March

Thursday, March 8, 2018

May

Thursday, May 10, 2018

Regular Meeting Location and Time

CalOptima
505 City Parkway West, 1st Floor
Orange, CA 92868
Conference Room 109-N
2:30 p.m. – 5:00 p.m.
www.caloptima.org

***Joint MAC/PAC Meeting**

All meetings are open to the public. Interested parties are encouraged to attend.

**CalOptima Board of Directors'
Member Advisory Committee
Goals and Objectives
FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018			
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	MAC Activities
I. Innovation	Pursue innovative programs and services to optimize member access to care	1. Delivery System Innovation - Utilize pay-for performance, creative partnerships, sponsored initiatives and technology to empower networks and providers to drive innovation and improve member access.	<ul style="list-style-type: none"> • Monitor CalOptima's pay-for-value program as well as member and provider incentive initiatives • Review and provide input on member experience results, HEDIS and CAHPS indicators and other surveys
		2. Program Integration - Implement programs and services that create an integrated service experience for members, including an integrated physical and behavioral health service model.	<ul style="list-style-type: none"> • Monitor and provide input on access and care coordination of behavioral health from Magellan. • Provide input on coordinating and integrating physical and behavioral health care
		3. Program Incubation - Incubate new programs and pursue service approaches to address unmet member needs by sponsoring program pilots addressing areas such as substance abuse, behavioral health services, childhood obesity and complex conditions.	<ul style="list-style-type: none"> • Provide input on collaborating with community based organizations to identify community resources and address unmet needs • Provide input on proposed pilot programs addressing areas of unmet needs (such as substance abuse) • Provide input on CalOptima's role in the Whole Person Care proposal (homeless) • Provide input on IGT funding initiatives

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CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	MAC Activities
II. Value	Maximize the value of care for members by ensuring quality in a cost effective way	1. Data Analytics Infrastructure - Establish robust IT infrastructure and integrated data warehouse to enable predictive modeling, effective performance accountability and data-based decision making.	<ul style="list-style-type: none"> • Provide input to CalOptima to improve efficiencies and systems/processes that affect members.
		2. Pay for Value - Launch pay-for performance and quality incentive initiatives that encourage provider participation, facilitate accurate encounter data submissions, improved clinical quality and member experience outcomes, and the spread of best practices.	<ul style="list-style-type: none"> • Provide input on pay-for-value and quality incentive initiatives. • Provide input on findings from Member Experience program, CAHPS and HEDIS. • Provide input to improve member experience outcomes.
		3. Cost Effectiveness - Implement efficient systems and processes to facilitate better understanding of internal cost drivers, eliminate administrative redundancies, and promote effective and standardized internal practices.	<ul style="list-style-type: none"> • Provide input to ensure CalOptima maximizes health care dollars.

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FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018			
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	MAC Activities
III. Partnership and Engagement	Engage providers and community partners in improving the health status and experience of our members	1. Provider Collaboration - Enhance partnerships with networks, physicians and the Provider Advisory Committee to improve service to providers and members, expand access, and advance shared health priorities.	<ul style="list-style-type: none"> • Work with the Provider Advisory Committee to ensure members have access to providers.
		2. Member Engagement - Seek input from the Member Advisory Committee and plan's diverse membership to better understand member needs, and ensure the implementation of services and programs that strengthen member choice and experience and improve health outcomes.	<ul style="list-style-type: none"> • Ensure that the Board is informed of member issues and concerns prior to the Board's consideration or action upon major decisions or initiatives • Ensure MAC provides input into proposed services and programs, especially to improve both member experience and health outcomes. <ul style="list-style-type: none"> • areas to consider include hospital readmissions, palliative care, substance abuse, ABA/mental health, IHSS/LTSS
		3. Community Partnerships - Establish new organizational partnerships and collaborations to understand, measure and address social determinants of health that lead to health disparities among the plan's vulnerable populations.	<ul style="list-style-type: none"> • Provide input to ensure collaboration with community stakeholders and members. • Provide input to CalOptima to address health disparities among vulnerable populations. • Provide input on CalOptima's role in the Whole Person Care proposal (homeless).

**CalOptima Board of Directors'
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FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018			
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	MAC Activities
		4. Shared Advocacy - Utilize provider and community relationships to educate stakeholders about health policy issues impacting the safety-net delivery system and community members, and promote the value of CalOptima to members, providers, and the broader population health of the Orange County Community.	<ul style="list-style-type: none"> •Work with CalOptima and community stakeholders to respond to changes in health policy, including OCC, ACA, CMC. •Ensure MAC has strong representation. •Encourage MAC members to attend CalOptima's community education events to enhance MAC's knowledge of issues impacting members.

Charge of the Advisory Committees pursuant to Resolution No. 2-14-95:

1. Provide advice and recommendations to the Board on issues concerning CalOptima as directed by the Board.
2. Engage in study, research and analysis on issues assigned by the Board or generated by the committees.
3. Serve as liaisons between interested parties and the Board.
4. Assist the Board in obtaining public opinion on issues related to CalOptima.
5. Initiate recommendations on issues of study to the Board for their approval and consideration.
6. Facilitate community outreach for CalOptima and the CalOptima Board.