

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

**THURSDAY, JULY 13, 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](http://www.caloptima.org). In compliance with the Americans with Disabilities Act, those requiring special accommodations for this meeting should notify the Clerk of the Board's office at 714.246.8806. Notification at least 72 hours prior to the meeting will allow time to make reasonable arrangements for accessibility to this meeting.

**I. CALL TO ORDER**

*Pledge of Allegiance*

**II. ESTABLISH QUORUM**

**III. APPROVE MINUTES**

A. Approve Minutes of the May 11, 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. CEO AND MANAGEMENT REPORTS**

- A. Chief Executive Officer (CEO) Report
- B. Chief Medical Officer Update
- C. Chief Operating Officer Update

Notice of a Regular Meeting of the  
CalOptima Board of Directors'  
Member Advisory Committee  
July 13, 2017  
Page 2

- D. Network Operations Update
- E. Federal and State Legislative Update

**VI. INFORMATION ITEMS**

- A. MAC Member Updates
- B. MAC Member Presentation on ResCare Workforce Services
- C. Behavioral Health Integration Update – Depression Screening
- D. Community Engagement
- E. New Member Orientation Overview

**VII. COMMITTEE MEMBER COMMENTS**

**VIII. ADJOURNMENT**

# MINUTES

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

May 11, 2017

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on May 11, 2017, at CalOptima, 505 City Parkway West, Orange, California.

### **CALL TO ORDER**

Chair Mallory Vega called the meeting to order at 2:40 p.m. Lisa Workman led the Pledge of Allegiance.

### **ESTABLISH QUORUM**

Members Present: Mallory Vega, Chair; Suzanne Butler; Sandy Finestone; Connie Gonzalez; Donna Grubaugh; Sally Molnar; Patty Mouton; Jaime Muñoz; Carlos Robles; Christina Sepulveda; Sr. Mary Therese Sweeney; Christine Tolbert; Lisa Workman

Members Absent: Victoria Hersey; Velma Shivers

Others Present: Michael Schrader, Chief Executive Officer; Phil Tsunoda, Executive Director, Public Affairs; Ladan Khamseh, Chief Operating Officer; Belinda Abeyta, Director, Customer Service; Candice Gomez, Executive Director, Program Implementation; Emily Fonda, MD, Medical Director; Richard Bock, MD, Deputy Chief Medical Officer; Michelle Laughlin, Executive Director, Network Operations; Sessa Mudunuri, Executive Director, Operations

### **MINUTES**

#### **Approve the Minutes of the March 9, 2017, Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee**

*Action: On motion of Member Donna Grubaugh, seconded and carried, the MAC approved the minutes as submitted.*

### **PUBLIC COMMENT**

There were no requests for public comment.

Ladan Khamseh introduced two new CalOptima executives, including Michelle Laughlin, Executive Director, Network Operations and Sessa Mudunuri, Executive Director, Operations.

### **REPORTS**

#### **Consider Approval of Fiscal Year (FY) 2016-2017 MAC Accomplishments**

Chair Vega presented the MAC's FY 2016-2017 Accomplishments for approval. The Accomplishments will be presented to the Board of Directors at the June 1, 2017 meeting.

**Action:** *On motion of Member Patty Mouton, seconded and carried, the MAC approved the FY 2016- 2017 MAC Accomplishments as submitted.*

**Consider Approval of FY 2017-2018 MAC Meeting Schedule**

Chair Vega presented the FY 2017-2018 meeting schedule for approval.

**Action:** *On motion of Member Sandy Finestone, seconded and carried, the MAC approved the FY 2017- 2018 MAC Meeting Schedule as submitted.*

**Consider Approval of FY 2017-2018 MAC Goals and Objectives**

Member Christine Tolbert presented the FY 2017-2018 MAC Goals and Objectives for approval. Member Tolbert reported that the Goals and Objectives Ad Hoc, composed of Members Sally Molnar, Patty Mouton and Christine Tolbert, met on April 6, 2017 to develop the MAC goals and objectives for FY 2017-18. The Goals and Objectives will be presented to the Board of Directors at the June 1, 2017 meeting.

**Action:** *On motion of Member Sally Molnar, seconded and carried, the MAC approved the FY 2017- 2018 MAC Goals and Objectives.*

**Consider Recommendation of MAC Slate of Candidates and FY 2017-2018 Chair/Vice Chair**

Member Sally Molnar presented the Nominations Ad Hoc Subcommittee's recommended slate of candidates, and the candidates for FY 2017-2018 MAC Chair and Vice Chair. The ad hoc, composed of members Connie Gonzalez, Velma Shivers and Sally Molnar, convened on April 19, 2017. After reviewing the applications and selecting a candidate for each seat, the Nominations Ad Hoc recommended the reappointment of the following candidates for a term effective July 1, 2017 through June 30, 2019: Sandy Finestone as the Adult Beneficiaries Representative; Patty Mouton as the Medi-Cal Beneficiaries Representative; Suzanne Butler as the Persons with Disabilities Representative; Carlos Robles as the Recipients of CalWORKs Representative; and Mallory Vega as the Seniors Representative. The ad hoc also recommended the appointment of Ilia Rolon as the Family Support Representative for a two-year term ending June 30, 2019.

**Action:** *On motion of Member Donna Grubaugh, seconded and carried, MAC approved the slate of candidates as presented.*

The Nominations Ad Hoc recommended the appointment of Sally Molnar as the FY 2017-2018 MAC Chair.

**Action:** *On motion of Member Patty Mouton, seconded and carried, MAC approved the FY 2017-2018 Chair as recommended.*

The Nominations Ad Hoc recommended the appointment of Patty Mouton as the FY 2017-2018 MAC Vice Chair.

**Action:** *On motion of Member Sally Molnar, seconded and carried, MAC approved the FY 2017-2018 Vice Chair as recommended.*

**Consider Reclassification of MAC Long-Term Care Seat**

Chair Vega reported that the Department of Health Care Services (DHCS) is enacting regulations to integrate Long-Term Services and Supports (LTSS) into Medi-Cal managed care plans and correspondingly, Member Advisory Committees, effective July 1, 2017. To better represent members that require all types of long-term services, MAC considered reclassifying the Long-Term Care (LTC) representative to a Long-Term Services and Supports representative. The recommendation to consider reclassification of the MAC Long-Term Care seat will be presented to the Board of Directors for consideration at the June 1, 2017 meeting.

**Action:** *On motion of Member Patty Mouton, seconded and carried, MAC approved the reclassification of the MAC LTC seat to a LTSS seat.*

**CHIEF EXECUTIVE OFFICER AND MANAGEMENT TEAM DISCUSSION**

**Chief Executive Officer Update**

Michael Schrader, Chief Executive Officer, reported that CalOptima is working on the FY 2017-2018 budget effective July 1, 2017. The Board of Directors' Finance and Audit Committee will review the proposed budget before the Board of Directors considers it on June 1, 2017.

Mr. Schrader reported that CalOptima recently received the Medi-Cal rates from the state for Medi-Cal Classic and Medi-Cal Expansion (MCE) members. The rates include a \$117 million reduction: a \$55 million reduction to Medi-Cal Classic rates, and a \$62 million reduction to MCE. Mr. Schrader noted that the reduction to the MCE members was anticipated. The state has paid higher rates for MCE members even though the acuity, health needs and utilization are the same as the Medi-Cal Classic members. CalOptima sent a letter to the state contesting the rate reduction, noting that the rates do not match the information CalOptima submitted to the state. Mr. Schrader reported that CalOptima would not lower the physician rates or the hospital rates; however, staff proposes lowering the capitation rates paid to health networks for hospital services for MCE members.

**Chief Medical Officer Update**

Dr. Bock, Deputy Chief Medical Officer, provided an update on CalOptima's continuing efforts to mitigate the opioid problem. CalOptima is actively participating countywide with the public health agency, hospitals, prescribers, community clinics, emergency rooms and medical associations to address the issue. Dr. Bock reported that CalOptima recently introduced new guidelines and restrictions on combining sleep/anxiety medications with opioids. He added that other pharmacy-related programs include placing restrictions on the amount and length of opioid prescriptions and limiting members to a single prescriber or pharmacy for their opioid prescriptions. In addition, CalOptima has held three physician education forums and conducted various outreach activities to reduce opioid overutilization and boost provider office-based addiction treatment. CalOptima submitted an editorial written by Dr. Bock that was recently published in the *Orange County Register*. In response to Member Sweeney's question regarding appropriate usage of opioids, Dr.

Bock responded that opioids are best used for an acute situation, such as broken bones or surgeries, but prescriptions should be limited to three to five days.

Marsha Choo, Manager, Quality Improvement Initiatives, presented an update on CalOptima's member/provider quality incentive initiatives. CalOptima has developed a women's health campaign to target screenings for cervical cancer and breast cancer, as well as post-partum screenings. Eligible CalOptima members may receive a gift card for getting the appropriate screening. In addition, CalOptima's Communications and Quality Analytics departments are working together to issue a public service announcement on cervical cancer screenings.

#### **Chief Operating Officer (COO) Update**

Ladan Khamseh, COO, announced that CalOptima closed auto-assignment for the CalOptima Community Network (CCN); however, CCN is still available for existing member selection and through family link.

#### **Network Operations Update**

Michelle Laughlin, Executive Director, Network Operations, announced that CalOptima is launching a screening program for clinical depression in adolescents. Approximately 600 primary care doctors will be able to provide a health questionnaire that includes behavioral health questions for adolescents twelve years of age.

#### **Federal and State Legislative Update**

Phil Tsunoda, Executive Director, Public Affairs, reported that the House of Representatives passed H.R. 1628, the American Health Care Act, noting that the Congressional Budget Office would release its cost estimate of the proposed bill during the week of May 22, 2017.

Mr. Tsunoda announced that Governor Brown released his May Revision of the FY 2017-18 budget. The May Revision reauthorized Cal MediConnect through 2019, which is OneCare Connect in Orange County. Mr. Tsunoda explained that the tobacco tax initiative, Proposition 56, is estimated to generate up to \$1.2 billion in revenue in FY 2017-18. Despite recommendations to increase payment rates for Medi-Cal providers, the May Revision does not include an increase to providers, but proposes the funding for general obligations. A final budget is expected in June 2017.

### **INFORMATION ITEMS**

#### **MAC Member Updates**

Chair Vega announced that Carlos Robles would present the MAC member presentation on ResCare Workforce Services at the July 13, 2017 meeting. Connie Gonzalez will tentatively present at the November meeting.

#### **Group Needs Assessment**

Pshyra Jones, Director, Health Education and Disease Management, presented highlights from the Group Needs Assessment (GNA), a standardized instrument that Medi-Cal managed care plans are required to administer to Medi-Cal members. The goal of the GNA is to improve health outcomes for members enrolled in Medi-Cal managed care, assist with program planning and ensure

members' needs are met. In addition, the GNA is conducted to identify members' health needs and health risks, evaluate cultural and linguistic needs and identify gaps in services.

**Member Trend Report 2016**

Janine Kodama, Director, Grievance and Appeals (GARS), presented the Member Trend Report for 2016, which outlined the trend rate for complaints (appeals/grievances) for the Medi-Cal program. Of the 2,693 grievances filed in 2016, 62% were due to quality of service. These issues include a member's perceived inconvenience or dissatisfaction with a delay in service or dissatisfaction with a provider or staff. CalOptima works with the health networks and providers to improve in these areas.

**CBAS and SNF Satisfaction Survey Results**

Laura Guest, Supervisor, Quality Improvement, presented the results from the 2016 Community Based Adult Services (CBAS) and skilled nursing facilities (SNF) surveys. Ms. Guest reported that nearly 1,000 CBAS surveys were returned, noting that 100% of the centers had an overall satisfaction rate of over 90%. The main areas of concern included dissatisfaction with the meals, problems with transportation and physical and/or occupational therapy not meeting the members' needs. The SNF survey results had an overall satisfaction rate of 77%, noting that dissatisfaction with dietary services was the chief issue.

Chair Vega announced that the next MAC meeting is Thursday, July 13, 2017 at 2:30 p.m.

**ADJOURNMENT**

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

/s/ \_\_\_\_\_  
Eva Garcia  
Administrative Assistant