

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

**THURSDAY, SEPTEMBER 14, 2017
10:00 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 July 13, 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. INFORMATION ITEMS

A. Whole Child Model (WCM) Update

Notice of a Special Meeting of the
CalOptima Board of Directors'
Member Advisory Committee
September 14, 2017
Page 2

VI. COMMITTEE MEMBER COMMENTS

VII. ADJOURNMENT

MINUTES

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

July 13, 2017

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on July 13, 2017, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Vice Chair Patty Mouton called the meeting to order at 2:34 p.m., and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Patty Mouton, Vice Chair; Suzanne Butler, Sandy Finestone, Connie Gonzalez, Donna Grubaugh, Jaime Munoz, Carlos Robles, Velma Shivers, Sister Mary Therese Sweeny, Christine Tolbert, Lisa Workman

Members Absent: Sally Molnar, Chair; Iliia Rolon, Christina Sepulveda, Mallory Vega

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Candice Gomez, Executive Director, Program Implementation; Donald Sharps, MD, Medical Director; Phil Tsunoda, Executive Director, Public Affairs; Sessa Mudunuri, Executive Director, Operations; Michelle Laughlin, Executive Director, Network Operations; Caryn Ireland, Executive Director, Quality Analytics; Belinda Abeyta, Director, Customer Service; Becki Melli, Customer Service; Pamela Reichardt, Executive Assistant

MINUTES

Approve the Minutes of the May 11, 2017, Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

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

PUBLIC COMMENT

Nathan Young – Oral re: Agenda Item VI.C. Behavioral Health Integration Update – Depression Screening, and access to behavioral health care.

CHIEF EXECUTIVE OFFICER AND MANAGEMENT TEAM DISCUSSION

Chief Executive Officer Update

Michael Schrader, Chief Executive Officer, reported that on June 28, 2017, Magellan Healthcare gave notice to CalOptima that they were terminating the Medi-Cal behavioral health contract, effective July 1, 2017. CalOptima immediately took steps to ensure that all members continued to

have access to behavioral health services. In addition, CalOptima is working on contingency plans to continue providing behavioral health services, including bringing mental health services in-house.

Mr. Schrader reported that CalOptima continues to stay abreast of federal health care reform efforts, especially changes to Medicaid Expansion. CalOptima will keep MAC members informed of new developments.

Vice Chair Mouton reordered the agenda to hear Agenda Item VI.C, Behavioral Health Integration Update – Depression Screening

Behavioral Health Integration Update – Depression Screening

Donald Sharps, M.D., Medical Director, Behavioral Health, reported that the U.S. Preventive Services Task Force recommends screening of adolescents for major depressive disorders. CalOptima has implemented a two-year physician incentive program to increase the rate of depression screenings among 12-year old CalOptima members. Funded by Intergovernmental Transfer (IGT) funding, 641 pediatricians were provided instructions on administering the screening tool and submitting claims for incentive payments. Dr. Sharps reported that 16,730 members turn 12 years old in 2017.

Chief Medical Officer Update

Dr. Sharps reiterated that CalOptima took immediate action to ensure members had access to behavioral health services following Magellan's contract termination. In addition, CalOptima continued to provide customer service, utilization management and claims management. Following considerable discussion about Magellan, CalOptima assured MAC members that we are working diligently to prevent disruption of services to members.

Mimi Chung, Supervisor, Quality Analytics, announced that CalOptima launched three member incentives in June 2017, including breast cancer screening, cervical cancer screening and post-partum screening. CalOptima anticipates that these incentives will positively impact the Healthcare Effectiveness Data and Information Set (HEDIS) rates for 2018. In addition, CalOptima launched provider incentive initiatives, including a cervical cancer provider office incentive and a post-partum provider office incentive.

Chief Operating Officer Update

Ladan Khamseh, Chief Operating Officer, reported that at a future meeting, the Board of Directors would consider a recommendation to approve a two-month deeming period for One Care Connect members that lose Medi-Cal eligibility. Currently, the deeming period is one month.

Ms. Khamseh reported that CalOptima implemented the Non-Medical Transportation (NMT) Medi-Cal benefit on July 1, 2017, mandated by the Department of Health Care Services (DHCS), which includes roundtrip transportation to locations offering Medi-Cal services covered by CalOptima. CalOptima leveraged existing processes to launch the new benefit, which includes NMT services via taxi, bus and private passenger car with gas mileage reimbursement. Ms. Khamseh reported that the Board of Directors would consider a request to ratify a contract amendment to expand NMT

with American Logistics, the current vendor for taxi services for OneCare, OneCare Connect and some Medi-Cal services.

Federal and State Legislative Update

Phil Tsunoda, Executive Director, Public Policy and Government Affairs, announced that Governor Brown signed the California Budget Act of 2017, which continues the Cal MediConnect program, One Care Connect in Orange County through December 31, 2019. He also reported that the additional revenue that the Proposition 56 Tobacco Tax initiative is expected to generate would be split between increased payment rates for Medi-Cal providers and funding for general obligations.

INFORMATION ITEMS

MAC Member Updates

Vice Chair Mouton announced that the next meeting is a Joint MAC/PAC meeting on Thursday, September 14, 2017 from 8:00 to 10:00 a.m. Members Patty Mouton and Christine Tolbert met with representatives of the Provider Advisory Committee (PAC) to determine an agenda for the meeting. The focus of the meeting will be on homelessness, including recuperative care, substance abuse and addiction, and improving the quality of life for these members.

Vice Chair Mouton asked if there were volunteers to present at future MAC meetings. Member Connie Gonzalez tentatively agreed to present in November with Member Sr. Mary Therese Sweeney scheduled as a back-up presenter for November.

Member Christine Tolbert requested an agenda item for future meetings that includes comments, concerns and issues from MAC members. CalOptima staff responded that there is an area at the end of the agenda for specific topics from MAC members. The Chair can reorder the agenda to include this item at the top of the meeting. In addition, MAC members may reach out to the Chair to ask for an item to be included on a future agenda.

MAC Member Presentation on ResCare Workforce Services

MAC Member Carlos Robles presented an overview of ResCare Workforce Services. ResCare, a subcontractor for the Social Services Agency, provides CalWORKs' recipients with job services and welfare to work activities, such as job readiness workshops, resume preparation and employment support services. Member Robles provided MAC members with a brief demonstration of what workshop participants experience and learn during the job search workshop.

Community Engagement

Claudia Hernandez, Manager of Strategic Development, provided an overview on CalOptima's approach to community engagement. CalOptima's community engagement efforts seek to create and maintain a positive influence and impact in the community by strengthening our community partnerships, which includes approximately 350 community organizations. In addition, CalOptima attends approximately 130 community meetings and collaborative events and provides more than \$45,000 in community sponsorships annually.

ADJOURNMENT

Minutes of the Regular Meeting of the
CalOptima Board of Directors'
Member Advisory Committee
July 13, 2017
Page 4

Vice Chair Mouton announced that the next meeting is the Joint MAC/PAC meeting on Thursday, September 14, 2017.

Hearing no further business, Chair Mouton adjourned the meeting at 4:34 p.m.

Pamela Reichardt
Executive Assistant