

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

**THURSDAY, JANUARY 11, 2018  
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 November 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. CEO AND MANAGEMENT REPORTS**

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

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

**VI. INFORMATION ITEMS**

- A. MAC Member Updates
- B. Behavioral Health In-House Transition Update
- C. Assisted Living Waiver Update
- D. Human Arc Overview

**VII. COMMITTEE MEMBER COMMENTS**

**VIII. ADJOURNMENT**

# MINUTES

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

November 9, 2017

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

### **CALL TO ORDER**

Chair Sally Molnar called the meeting to order at 2:36 p.m., and led the Pledge of Allegiance.

### **ESTABLISH QUORUM**

Members Present: Sally Molnar, Chair; Suzanne Butler, Sandy Finestone, Connie Gonzalez, Donna Grubaugh, Patty Mouton, Jaime Muñoz, Ilia Rolon, Christina Sepulveda, Christine Tolbert

Members Absent: Carlos Robles, Sr. Mary Therese Sweeney, Velma Shivers, Mallory Vega, Lisa Workman

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Dr. Richard Bock, Chief Medical Officer; Phil Tsunoda, Executive Director, Public Affairs; Candice Gomez, Executive Director, Program Implementation; Donald Sharps, MD, Medical Director; Michelle Laughlin, Executive Director, Network Operations; Sessa Mudunuri, Executive Director, Operations; Tracy Hitzeman, Executive Director, Clinical Operations; Belinda Abeyta, Director, Customer Service;

Chair Molnar introduced new MAC member, Ilia Rolon, Family Support representative.

### **MINUTES**

#### **Approve the Minutes of the September 14, 2017, Regular Meeting of the CalOptima Board of Directors' Joint Member Advisory Committee and Provider Advisory Committee (PAC)**

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

#### **Approve the Minutes of the September 14, 2017 Special 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.*

## **PUBLIC COMMENT**

There were no requests for public comment.

*Chair Molnar reordered the agenda to hear item VII.C. Accessing and Monitoring Availability of Applied Behavioral Analysis (ABA) Providers.*

### **Accessing and Monitoring Availability of Applied Behavioral Analysis Providers**

Donald Sharps, M.D., Medical Director, Behavioral Health, discussed CalOptima's efforts to enhance Applied Behavioral Analysis (ABA) provider accessibility and availability upon the transition of behavioral health services to CalOptima, effective January 1, 2018. To address the access issue that began in January of this year with Magellan, CalOptima will determine provider availability by implementing a system that sends a blast email to providers to inquire about appointment availability. Additional information on new member cases will include age, special needs and preferred hours. From the responding providers, CalOptima will choose providers based on quality and claims data. CalOptima will also address the increased ABA service requests during the after-school hours of 3:00 p.m. to 5:00 p.m., which is a concern for all medical providers. Michelle Laughlin, Network Operations Executive Director, added that to date, CalOptima has approximately 85% of members covered for ABA providers and 44 of 72 contracts for the ABA vendors.

## **PRESENTATION**

### **Community Referral Network and Whole Person Care Overview**

Melissa Tober, Orange County Health Care Agency, provided an overview on Whole Person Care (WPC), which is a coordinated effort by physical, behavioral health and social services to improve health and well-being of homeless Medi-Cal beneficiaries. Ms. Tober explained that several collaborative partners in Orange County provide services to the target populations that include homeless persons and homeless persons living with a serious mental illness (SMI). In addition, WPC's services to the homeless and SMI populations include resources to seek out and secure housing opportunities, housing sustainability services, such as peer support, and outreach and engagement staff that work with WPC providers to link members to behavioral health services.

Roseann Peters, Lestonnac Free Clinic, presented on the Community Referral Network (CRN), which is a web-based referral system designed to facilitate collaborative relationships with community clinics, hospitals, and social service agencies to provide holistic care for their clients. CRN facilitates referrals, allowing organizations to quickly and accurately refer clients for a variety of services including medical, dental, and more than 75 types of social services. Ms. Peters explained that CRN creates awareness of underutilized services that are available to underserved populations.

## **CHIEF EXECUTIVE OFFICER AND MANAGEMENT TEAM DISCUSSION**

### **Chief Executive Officer Update**

Michael Schrader, Chief Executive Officer, reported on CalOptima's efforts to expand the Program of All-Inclusive Care for the Elderly (PACE) into South Orange County. Mr. Schrader explained that CalOptima is awaiting approval from the Department of Health Care Services (DHCS) and the Centers for Medicare & Medicaid Services (CMS) to expand the service area. Approval of an expanded service area is contingent upon strategies being in place to provide the PACE model of care countywide.

### **Chief Medical Officer Update**

Dr. Richard Bock, Deputy Chief Medical Officer, reported that CalOptima will begin administering the Medi-Cal behavioral health benefit and ABA therapies effective January 1, 2018.

Dr. Bock reported that the Pharmacy department is working on the new CMS regulations regarding medication therapy management and the DHCS requirements for drug utilization review. CalOptima is also continuing the opioid reduction initiatives in conjunction with the Orange County Health Care Agency, to provide treatment to those who are already addicted to opioids through medication assisted treatment.

Dr. Bock reported that CalOptima received commendable accreditation from the National Committee for Quality Assurance (NCQA) and was rated the top Medi-Cal managed care plan in California.

Dr. Bock reported that CalOptima is finalizing the pay-per-value distributions to qualifying health networks and physicians within the CalOptima Community Network to help incentivize and reward them for their performance in quality improvement.

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

Ladan Khamseh, COO, reported that CalOptima mailed approximately 1,300 letters to members with Medicare Part B as part of the annual Qualified Medicare Beneficiary (QMB) program. In collaboration with the Social Security Administration and the Social Services Agency, CalOptima outreaches to members with Medicare Part B to provide information on how they could potentially qualify for Medicare Part A.

### **Network Operations Update**

Michelle Laughlin, Executive Director, Network Operations, reported that CalOptima is currently at 85% coverage of behavioral health providers for the transition. She added that most members that use ABA services will be able to retain their provider. In addition, CalOptima is currently working on the continuity of care letters of agreement, informing members that they can remain with the same provider if their existing provider will accept CalOptima's rates.

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

Phil Tsunoda, Executive Director, Public Affairs, reported that that the House of Representatives voted to reauthorize the Children's Health Insurance Program (CHIP) for an additional five years. CalOptima currently has approximately 109,000 children that are members through the CHIP program. Funding for the CHIP program expired at the end of September and Congress has been working to reauthorize funding for the program. The bill is now in the U.S. Senate for consideration. Mr. Schrader sent a letter of support from CalOptima to California's two US senators urging their support to reauthorize funding for the CHIP program. CalOptima asked for MAC's support to reach out to California's senators to ensure Senate passage.

### **INFORMATION ITEMS**

#### **MAC Member Updates**

Chair Molnar reported that based on MAC's input at the Special MAC meeting on September 14, 2017, the Whole Child Model Family Advisory Committee (WCM FAC) will include two (2) to four (4) community representatives and seven (7) to nine (9) family members.

Chair Molnar asked MAC members if they were interested in convening another Joint MAC/PAC meeting in early 2018. Upon MAC members concurrence, Chair Molnar asked for volunteers to serve on an ad hoc to develop the agenda. Chair Molnar and Members Patty Mouton and Christine Tolbert agreed to serve.

Chair Molnar reported that MAC is on track with the FY 2017-18 MAC Goals & Objectives, which were established to align with the CalOptima Strategic Plan.

#### **CalOptima Cultural and Linguistics Services Overview**

Carlos Soto, Manager, Cultural and Linguistics Services (C&L), provided an overview of CalOptima's C&L department. Mr. Soto reported on C&L goals and objectives for FY 2017-2018.

#### **Healthcare Effectiveness Data and Information Set (HEDIS) 2017 Results Update**

Kelly Rex-Kimmet, Director, Quality Analytics, provided an overview of CalOptima's performance based on 2016 HEDIS results across all lines of business. In general, CalOptima showed improvement in quality with declining scores in member experience.

DHCS requires CalOptima to maintain a minimum performance level on several clinical measures and CalOptima has met or exceeded all of them. This was the baseline year for OneCare Connect. Ms. Rex-Kimmet reported that next steps include implementing strategies on low performing areas. She added that member and provider incentive pilot projects focused on women's health screenings will continue through the end of the year. CalOptima's goal is to maintain or exceed the current NCQA commendable accreditation rating and top Medi-Cal managed health care plan in California.

**Palliative Care Update**

Tracy Hitzeman, Executive Director, Clinical Operations, reported that per Senate Bill 1004, DHCS is required to establish standards and provide technical assistance to ensure delivery of palliative care services by managed care plans, effective January 1, 2018. Ms. Hitzeman explained that palliative care is defined as patient and family centered care that optimizes quality of life by anticipating, preventing, and treating suffering. In addition, palliative care addresses physical, intellectual, emotional, social and spiritual needs and facilitates patient autonomy, access to information and choice. Health networks will be responsible for all SB 1004 palliative care services for their assigned members. CalOptima anticipates additional guidance from DHCS mid-November to include reporting requirements and quality measures. In addition, CalOptima is awaiting approval on its policies and procedures.

**ADJOURNMENT**

Chair Molnar announced that the next MAC meeting is Thursday, January 11, 2018 at 2:30 p.m.

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

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