

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

**THURSDAY, JANUARY 10, 2019
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 September 13, 2018 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

B. Approve Minutes of the November 8, 2018 Special Meeting of the CalOptima Board of Directors' Member Advisory Committee, OneCare Connect Member Advisory Committee, Provider Advisory Committee and the Whole-Child Model Family Advisory Committee

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 Member Advisory Committee. 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 \(CEO\) Update](#)
- B. Chief Medical Officer (CMO) Update
- C. Chief Operating Officer (COO) Update
- D. [Federal and State Legislative Update](#)
- E. Network Operations Update

VI. INFORMATION ITEMS

- A. Member Advisory Committee Member Updates
- B. Whole-Child Model Update
- C. Vision Care Update

VII. COMMITTEE MEMBER COMMENTS

VIII. ADJOURNMENT

MINUTES

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

September 13, 2018

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on Thursday, September 13, 2018, at the CalOptima offices located at 505 City Parkway West, Orange, California.

CALL TO ORDER

Vice Chair Mouton called the meeting to order at 2:38 p.m. and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Patty Mouton, Vice Chair; Elizabeth Anderson; Suzanne Butler; Diana Cruz-Toro; Connie Gonzalez; Jaime Muñoz; Iliia Rolon; Jacquelyn Ruddy; Luisa Santa; Christine Tolbert; Mallory Vega

Members Absent: Sally Molnar, Chair; Sandy Finestone; Donna Grubaugh; Sr. Mary Therese Sweeney

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Gary Crockett, Chief Counsel; Greg Hamblin, Chief Financial Officer; Candice Gomez, Executive Director, Program Implementation; Phil Tsunoda, Executive Director, Public Affairs; Emily Fonda, MD, Medical Director; Michelle Laughlin, Executive Director, Network Operations; Sessa Mudunuri, Executive Director, Operations; Betsy Ha, Executive Director, Quality Analytics, Belinda Abeyta, Director, Customer Service; Le Nguyen, Associate Director, Customer Service; Cheryl Simmons, Interim Staff to the MAC; Eva Garcia, Customer Service

Vice Chair Mouton welcomed new members Elizabeth (Libby) Anderson, as the Long Term Services and Support Representative and Jacquelyn Ruddy, Consumer Representative.

MINUTES

Approve the Minutes of the July 12, 2018, Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee

Action: On motion of Member Vega, seconded and carried, the MAC approved the minutes as submitted. (Motion carried 11-0-0; Chair Molnar and Members Finestone, Grubaugh, and Sweeney absent)

PUBLIC COMMENT

There were no requests for Public Comment.

REPORTS

Consider CalOptima Delivery System Overview

Greg Hamblin, Chief Financial Officer, provided an overview of the CalOptima Delivery System, including background on the provider network, comparable health plans, delivery system metrics, quality and financial metrics.

Consider Changes to the Member Auto-Assignment Limits for the CalOptima Community Network

Mr. Hamblin reviewed proposed changes to the member auto-assignment limits for the CalOptima Community Network (CCN).

Based on the Board's direction at the September meeting, CalOptima is to gather feedback from the MAC on CalOptima's delivery system and proposed changes to member auto-assignment to CCN. It was reported that the Provider Advisory Committee (PAC) requested that MAC, OneCare Connect Member Advisory Committee (OCC MAC) and PAC hold a joint meeting on October 11, 2018 at 8:00 a.m. to hear further discussion on the CalOptima delivery system and auto-assignment limits for the CalOptima Community Network (CCN) prior to making their individual committee recommendations.

Member Tolbert suggested that MAC participate in a joint meeting with PAC and OCC MAC on October 11, 2018 and hold an ad hoc meeting to discuss the agenda the joint meeting. Vice Chair Mouton and Member Tolbert will join Chair Molnar at the ad hoc meeting representing the MAC.

Action: On motion of Member Tolbert, seconded and carried, the Committee approved participation in a Joint Meeting with the OCC MAC and the PAC to further discuss the CalOptima delivery system and auto-assignment limits for CalOptima Community Network. (Motion carried 11-0-0; Chair Molnar and Members Finestone, Grubaugh, and Sweeny absent)

CEO AND MANAGEMENT REPORTS

Chief Executive Officer (CEO) Update

Michael Schrader, Chief Executive Officer, thanked the MAC for assisting in recruiting members for the Whole-Child Model Family Advisory Committee (WCM FAC).

Mr. Schrader provided an update on the Federal Mega Reg that all Medi-Cal providers and provider groups must be officially enrolled in the Medi-Cal program by January 1, 2019. Approximately 100 out of 1,600 CalOptima Community Network primary care providers are in the process of completing their enrollment process. CalOptima has been outreaching to non-

enrolled providers and groups who are not currently registered to educate them on the registration process.

Chief Medical Officer (CMO) Update

Emily Fonda, M.D., Medical Director, provided an update on the Whole-Child Model and noted that the Clinical Advisory Committee will have their first meeting September 25, 2018. The committee consists of five pediatric specialists, one primary care physician and the Orange County Medical Director. Dr. Fonda also noted that work continues on the Whole-Child Model policies and procedures.

Chief Operating Officer (COO) Update

Ladan Khamseh, Chief Operating Officer, reported that CalOptima is preparing to submit the Readiness Assessment for the Whole-Child Model which is scheduled to begin on January 1, 2019 to the Department of Health Care Services (DHCS). Ms. Khamseh also noted that the DHCS would be sending out a 90-day notice to members affected by the transfer to the Whole-Child Model and to CalOptima will be responsible of the 60 and 30-day member notices.

Network Operations Update

Michelle Laughlin, Executive Director, Network Operations provided an update on the on-going contracting initiative ensuring that all CalOptima providers are registered for Medi-Cal with the DHCS prior to the December 31, 2018 deadline.

INFORMATION ITEMS

MAC Member Updates

Vice Chair Mouton reminded the members that their compliance courses are due by November 9, 2018.

MAC members agreed that the joint meeting scheduled on November 8, 2018 at 2:30 p.m., should be held to discuss items of interest to the committees. The Whole-Child Model Family Advisory Committee members will be asked to attend as well as the OCC MAC and the PAC. A separate agenda planning ad hoc will be held in October.

Health Homes Program (HHP) Update

Candice Gomez, Executive Director, Program Implementation, reported that HHP was authorized at the Federal level through Affordable Care Act (ACA). One of the components through the Affordable Care Act (ACA) requires HHP to be available for dual eligible members, i.e., CalOptima's OneCare and OneCare Connect programs. The HHP program is scheduled to take effect July 1, 2019.

Intergovernmental Transfer (IGT) Funds 5, 6 & 7 Update

Cheryl Meronk, Director, Strategic Planning, provided an overview of the approved Intergovernmental Transfer (IGT) Funds for IGT 5, 6 and 7. IGT 5 has \$14.4M available for

community grants with eight Requests for Information (RFI) that generated 93 responses. Staff is currently reviewing these responses and will present recommendations to the Board at the October 2018 Board meeting. CalOptima received an additional \$8M of unanticipated funds related to IGT 6 and 7. On August 2, 2018, the Board approved an allocation of \$10M in IGT funds from IGT 6 and 7 to the Orange County Health Care Agency (OCHCA) for the recuperative care services under the Whole-Person Care pilot program.

Annual Healthcare Effectiveness Data and Information Set (HEDIS) Update and Consumer Assessment of Healthcare Providers and Systems (CAHPS) Update

Irma Munoz, Lead Project Manager, Quality Analytics, and Marsha Choo, Manager, Quality Analytics, presented the 2018 HEDIS and CAHPS results, and reported that CalOptima improved its performance levels from the previous year.

Cultural and Linguistics Overview

Carlos Soto, Manager, Cultural and Linguistic Services, presented on CalOptima's no cost translation services that are available to members which addresses the linguistic and cultural barriers that many members may face.

ADJOURNMENT

Vice Chair Mouton announced that the next meeting would be the Special Joint Meeting on October 11, 2018 at 8:00 a.m.

Hearing no further business, Vice Chair Mouton adjourned the meeting at 4:30 p.m.

Cheryl Simmons
Interim Staff to the MAC

MINUTES

**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**

November 8, 2018

A Special Joint Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC), OneCare Connect Member Advisory Committee (OCC MAC), Provider Advisory Committee (PAC) and Whole-Child Model Advisory Committee (WCM FAC), was held on Thursday, November 8, 2018, at the CalOptima offices located at 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair Molnar called the meeting to order at 2:35 p.m., and Chair Corzo led the Pledge of Allegiance.

ESTABLISH QUORUM

Member Advisory Committee

Members Present: Sally Molnar, Chair; Patty Mouton, Vice Chair; Sandy Finestone; Connie Gonzalez; Donna Grubaugh; Jacqueline Ruddy; Sr. Mary Therese Sweeney; Christine Tolbert

Members Absent: Suzanne Butler, Diana Cruz-Toro, Jaime Munoz, Mallory Vega, Iliia Rolon

OneCare Connect Member Advisory Committee

Members Present: Gio Corzo, Chair; Sandy Finestone; Keiko Gamez; Sara Lee; Patty Mouton; Erin Ulibarri (non-voting)

Members Absent: Ted Chigaros; Christine Chow; Josefina Diaz; Richard Santana; Kristin Trom; George Crits (non – voting); Jyothi Atluri (non-voting)
OCC MAC did not achieve quorum

Provider Advisory Committee

Members Present: John Nishimoto, O.D., Chair; Donald Bruhns; Stephen Flood; Jena Jensen; Junie Lazo-Pearson Ph.D.; Teri Miranti; Craig Myers;

Members Absent: Dr. Batra, Dr. Theodore Caliendo, Dre. Lee, Dr. Mary Pham, Pharm D.CHC, Suzanne Richards, MBA, FACHE, Jacob Sweidan M.D.
PAC did not achieve quorum.

Whole-Child Model Family Advisory Committee

Members Present: Maura Byron, Chair; Pam Patterson, Vice Chair; Sandra Cortez; Kristen Rogers; Malissa Watson

Members Absent: Melissa Hardaway, Diane Key, Grace Leroy-Loge
WCM FAC did not achieve quorum.

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Dr. David Ramirez, M.D. CMO; Candice Gomez, Executive Director, Program Implementation; Albert Cardenas, Director, OneCare Connect Customer Service; Belinda Abeyta Director Customer Service; Le Nguyen, Associate Director, Customer Service, Cheryl Simmons, Staff to the Advisory Committees, Samantha Fontenot, Program Specialist, and Kathi Porcho, Provider Relations

MINUTES

Approve the Minutes of the October 11, 2018 Special Joint Meeting of the CalOptima Board of Directors' Member Advisory Committee, OneCare Connect (Cal MediConnect Plan) Member Advisory Committee, and Provider Advisory Committee

Action: On motion of Member Christine Tolbert, seconded and carried, the Member Advisory Committee approved the minutes of the October 11, 2018 Special Joint Meeting. (Motion carried 9-0-0, Members Butler, Cruz-Toro, Munoz, and Vega absent)

PUBLIC COMMENT

There were no requests for public comment.

CEO MANAGEMENT REPORTS

Chief Executive Officer Update

Michael Schrader, Chief Executive Officer, introduced CalOptima's new Chief Medical Officer, David Ramirez, M.D. Mr. Schrader also reported that the Department of Health Care Services (DHCS) notified CalOptima of their intent to extend the Whole-Child Model transition date by six months, from January 1, 2019 to July 1, 2019. CalOptima will mail member notifications once the official letter from DHCS has been received.

INFORMATION ITEMS

Whole-Child Model (WCM) Update

Candice Gomez, Executive Director, Program Implementation, provided a brief update regarding activities for WCM. CalOptima is currently in the process of updating member notices to inform them of the new implementation date of July 1, 2019. Ms. Gomez provided an update on the five family events recently held in the community.

Behavioral Health Presentation

PAC Behavioral Health Representative Junie Lazo-Pearson, Ph.D., BCBA-D, provided a comprehensive presentation regarding the Applied Behavioral Analysis (ABA) sector. Dr. Lazo-Pearson presented several principal factors including the crucial factors of early intervention and selecting an ABA partner.

Update on Board Response to MAC and PAC Recommendations on the Delivery System Request for Proposal (RFP)

Chair Molnar discussed the report submitted on behalf of the MAC and PAC to the CalOptima Board of Directors. Chair Molnar reported that after considerable discussion, the Board approved the RFP on the Delivery System Model.

Update on Board Response to MAC and PAC Recommendations on Auto Assignment Limits for the CalOptima Community Network (CCN)

Chair Molnar notified the members that the Board postponed consideration of this item indefinitely.

ADJOURNMENT

There being no further business before the Committees, Chair Molnar adjourned the meeting at 3:49 p.m.

Cheryl Simmons
Project Manager

MEMORANDUM

DATE: December 6, 2018

TO: CalOptima Board of Directors

FROM: Michael Schrader, CEO

SUBJECT: CEO Report

COPY: Suzanne Turf, Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; OneCare Connect Member Advisory Committee; and Whole-Child Model Family Advisory Committee

CalOptima Whole-Child Model (WCM) Transition Moves to July 2019

On November 9, the Department of Health Care Services (DHCS) changed the timing of Orange County's transition of the California Children's Service (CCS) program to WCM, delaying it six months to no sooner than July 1, 2019. Based on CalOptima's sizable CCS-eligible member population and the complexity of our delegated delivery system, DHCS officials determined that more time is needed to ensure effective preparation for WCM implementation. Until July, CCS-eligible members in CalOptima will continue to receive CCS services from the county CCS program. On November 21, DHCS released new health network adequacy standards that more explicitly establish the number and type of CCS-paneled providers required for a health network to participate in WCM. Based on these requirements, CalOptima has a number of networks that meet the standard, several very near the goal and a few needing more progress. We immediately informed individual networks of their status and are now working to ensure more networks comply with the new requirements. Health networks not meeting the adequacy standards will not be allowed to participate in July, but they can be included at a later date after they demonstrate compliance. To ensure all members and stakeholders are aware of the revised implementation date, CalOptima initiated a significant communications effort using multiple channels, from mailed notices and a call campaign for members to emails and meetings for providers and networks. Overall, CalOptima understands and shares the state's interest in a successful transition that fulfills the original goal — integrating CCS services into Medi-Cal managed care to deliver an improved member experience and more coordinated health care that meets the needs of the whole child.

State and Federal Advocates to Discuss Midterm Elections, Mega Reg

At the December 6 Board meeting, CalOptima's state and federal advocates will provide information about the impact of the midterm elections and other regulatory changes. Don Gilbert from Edelstein Gilbert Robson and Smith will discuss Orange County's state delegation, while Eli Tomar and Geoff Verhoff from Akin Gump will detail the shift in representation at the federal level. Akin Gump is also closely monitoring upcoming revisions to the Mega Reg, the sweeping federal rule affecting Medicaid. Tomar and Verhoff will provide an impact analysis for CalOptima and share their advocacy work alongside industry associations to prepare comments on the changes by the January 2019 deadline.

CalOptima Represented at the Top Levels of Key Industry Associations

Having access to industry association resources at a higher level will ensure CalOptima has an even greater voice and influence with policymakers. To that end, my role in three associations will be expanding. I was elected to the Board of Directors for America's Health Insurance Plans (AHIP), effective November 13. Combining public and commercial plans, AHIP is the nation's leading voice for health insurers. For Local Health Plans of California, I have moved from my role as vice chair to chair for a two-year term. Finally, on behalf of the Association for Community Affiliated Plans, I was approved as a member of the executive committee and will chair the Medicaid Policy committee on behalf of the 73 member plans for the next two years.

Program of All-Inclusive Care for the Elderly (PACE) Letter of Support Process Open

CalOptima is spreading awareness of the process for an independent PACE organization (PO) to request a letter of support, which is needed so the PO can apply to operate a PACE program in Orange County. CalOptima notified providers in a November fax blast and offered information to CalPACE, an association of PACE organizations in California. Further, we created a new page for our [website](#) and shared the link widely, including with the National PACE Association. The window to request a letter is from November 1, 2018–January 31, 2019.

Federal Regulator Considers Three-Year Extension for Cal MediConnect Program

In a November call with the Centers for Medicare & Medicaid Services (CMS), DHCS and Cal MediConnect plans, including CalOptima's OneCare Connect (OCC), learned that the federal regulator is exploring updates to the demonstration program, which are in draft form and subject to review. First is the possibility of extending Cal MediConnect beyond the December 31, 2019, end date for three years to 2022. During the extension period, CMS stated that it would likely increase the quality withhold to 4 percent rather than the current 3 percent, thus putting the plans at further risk. Also, CMS is considering a retrospective financial penalty on plans for high disenrollment rates. Finally, an experience rebate may be offered to plans as a profit-sharing mechanism if a plan achieves certain levels of cost savings. Again, these proposals are in the early stages, and health plan associations are organizing written feedback to CMS.

CalOptima Participates in Busy Medicare Marketplace With OCC Event

December is the height of open enrollment season for Medicare, and CalOptima's dual eligible members are likely receiving many messages and materials regarding enrollment in a Medicare Advantage plan. To engage our current OCC members and attract new ones, CalOptima held our first OCC Member Retention/Outreach Event at Delhi Community Center in November. We invited all OCC members as well as dual eligibles in concentrated Medi-Medi ZIP codes. Attendance at the event was good, with approximately 100 current and prospective members gathered to hear about 2019 benefits in a presentation by Maria Wahab, member outreach and education manager. This was followed by a Q&A session with CalOptima panelists specializing in customer service, pharmacy, case management and more. In addition, attendees had an opportunity to visit resource tables staffed by our health networks, vendors and community-based organizations. Based on this success, we will repeat the event next month.

Preparations Begin for Upcoming Medi-Cal Audit in February 2019

CalOptima's annual routine medical audit of Medi-Cal has been scheduled. DHCS will be on-site February 4–15, 2019, to review our compliance with contractual and regulatory requirements during the period of February 1, 2018, to January 31, 2019.

Orange County Legislative Delegation

November 6, 2018 Election Results

U.S. CONGRESS

| Congressional District (7) | General Election Results |
|--|--------------------------|
| CD 38 – Linda Sánchez (D) | Linda Sánchez (D) |
| CD 39 – Ed Royce (R) <i>(Retiring)</i> | Gil Cisneros (D) |
| CD 45 – Mimi Walters (R) | Katie Porter (D) |
| CD 46 – Lou Correa (D) | Lou Correa (D) |
| CD 47 – Alan Lowenthal (D) | Alan Lowenthal (D) |
| CD 48 – Dana Rohrabacher (R) | Harley Rouda (D) |
| CD 49 – Darrell Issa (R) <i>(Retiring)</i> | Mike Levin (D) |

STATE SENATE

| Senate District (5) | General Election Results |
|-----------------------------|--------------------------|
| SD 29 – Ling-Ling Chang (R) | Current term to 2020 |
| SD 32 – Vanessa Delgado (D) | Bob Archuleta (D) |
| SD 34 – Janet Nguyen (R) | Tom Umberg (D) |
| SD 36 – Pat Bates (R) | Pat Bates (R) |
| SD 37 – John Moorlach (R) | Current term to 2020 |

STATE ASSEMBLY

| Assembly District (7) | General Election Results |
|--|---------------------------------|
| AD 55 – Phillip Chen (R) | Phillip Chen (R) |
| AD 65 – Sharon Quirk-Silva (D) | Sharon Quirk-Silva (D) |
| AD 68 – Steven Choi (R) | Steven Choi (R) |
| AD 69 – Tom Daly (D) | Tom Daly (D) |
| AD 72 – Travis Allen (R) <i>(Did not file for re-election)</i> | Tyler Diep (R) |
| AD 73 – William Brough (R) | William Brough (R) |
| AD 74 – Matthew Harper (R) | Cottie Petrie-Norris (D) |

ORANGE COUNTY BOARD OF SUPERVISORS

| District (5) | General Election Results |
|--|--|
| DIS 1 – Andrew Do | Current term to 2020 |
| DIS 2 – Michelle Steel | Michelle Steel |
| DIS 3 – Todd Spitzer | Elected as Orange County District Attorney <i>A special election for Dis. 3 will be held early next year to fill this seat for the remainder of the term, ending in 2020.</i> |
| DIS 4 – Shawn Nelson (<i>Termed out</i>) | Doug Chaffee |
| DIS 5 – Lisa Bartlett | Lisa Bartlett |

Bold = Newly Elected

Last updated: December 3, 2018, 11:00 a.m.

Source: <https://vote.sos.ca.gov>

About CalOptima

CalOptima is a county organized health system that administers health insurance programs for low-income children, adults, seniors and people with disabilities. As Orange County's community health plan, our mission is to provide members with access to quality health care services delivered in a cost-effective and compassionate manner. We provide coverage through four major programs: Medi-Cal, OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan), OneCare (Medicare Advantage Special Needs Plan), and the Program of All-Inclusive Care for the Elderly (PACE).

If you have any questions regarding the above information, please contact:

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