

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

**THURSDAY, MARCH 14, 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](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 January 10, 2019 Regular Meeting of the CalOptima Board of Directors' Member 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. REPORT**

A. Consider Recommendation of Member Advisory Committee Candidates for Children Representative and Long-Term Services and Supports Representative.

**VI. CEO AND MANAGEMENT REPORTS**

- A. [Chief Executive Officer \(CEO\) Update](#)
- B. Chief Operating Officer (CMO) Update
- C. Chief Medical Officer (COO) Update

**VII. INFORMATION ITEMS**

- A. Member Advisory Committee Member Updates
- B. Healthy Smiles
- C. Homeless Health Update
- D. Opioid Crisis Update
- E. Behavioral Health Update
- F. State Budget Update
- G. Dental Initiatives

**VIII. COMMITTEE MEMBER COMMENTS**

**IX. ADJOURNMENT**

# MINUTES

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

January 10, 2019

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on January 10, 2019, at CalOptima, 505 City Parkway West, Orange, California.

### **CALL TO ORDER**

Chair Molnar called the meeting to order at 2:40 p.m. and led the Pledge of Allegiance.

### **ESTABLISH QUORUM**

Members Present: Sally Molnar, Chair; Patty Mouton, Vice Chair; Sandy Finestone (2:45 PM); Diana Cruz-Toro; Connie Gonzalez; Jaime Munoz (2:54 PM); Iliia Rolon; Jacqueline Ruddy; Sr. Mary Therese Sweeney; Christine Tolbert;

Members Absent: Donna Grubaugh; Mallory Vega

Others Present: Ladan Khamseh, Chief Operating Officer; Dr. David Ramirez, Chief Medical Officer; Thanh-Tam Nguyen, Medical Director; Candice Gomez, Executive Director, Program Implementation; 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; Mauricio Flores, Manager Customer Service; Cheryl Simmons, Staff to the Advisory Committees; Samantha Fontenot, Program Specialist

### **MINUTES**

#### **Approve the Minutes of the September 13, 2018 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee**

*Action: On motion of Member Sr. Mary Therese Sweeney, seconded and carried, the MAC approved the minutes as submitted. (8-0-0, Members Grubaugh and Vega absent)*

#### **Approve the Minutes of the November 8, 2018 Special Joint 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**

*Action: On motion of Member Christine Tolbert, seconded and carried, the MAC approved the minutes as submitted. (8-0-0, Members Grubaugh and Vega absent)*

## **PUBLIC COMMENT**

There were no requests for Public Comment.

## **REPORTS**

### **Chief Medical Officer (CMO) Update**

Dr. David Ramirez, CMO, introduced Dr. Thanh-Tam Nguyen, as the new Medical Director for the Whole-Child Model program. Dr. Ramirez also spoke of his goal to improve member experience that would help improve the Consumer Assessment of Healthcare Providers and Systems (CAHPS) scores as well as improve access and remove barriers for members as the three major areas CalOptima would be focusing on this year.

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

Ladan Khamseh, COO, provided an update on the changes to CalOptima's Non-Emergency Transportation Service (NEMT) and noted that CalOptima had contracted with Veyo and that this change in vendor should have a minimal impact if any to CalOptima members. Ms. Khamseh also told the MAC that CalOptima is currently conducting a customer service community outreach project which is being provided to qualified members for Medi-Cal's Part A and Part B plans. She noted that 1200 eligible members received mailings and customer service is following up the mailing with phone calls. Ms. Khamseh also noted that CalOptima's current strategic plan ends in 2019 and a Request for Proposal (RFP) will be used to find a vendor to assist with the development of the new strategic plan.

### **Executive Director Network Operations Update**

Michelle Laughlin, Executive Director, provided an update on the results of the Medi-Cal Provider Enrollment initiative. The Department of Health Care Services (DHCS) had required that as of January 1, 2019 any provider providing services to Medi-Cal members must be enrolled in Medi-Cal to receive payment. The CalOptima Board agreed to a six-month extension for payments to Primary Care Physicians (PCPs) provided that they show proof that they had enrolled with the DHCS by December 31, 2019.

## **INFORMATION ITEMS**

### **MAC Member Updates**

Chair Molnar noted that nominations open on January 15, 2019 until February 15, 2019 for the two open seats, Children and Long-Term Services and Supports Representatives. Applications are posted on the CalOptima website under the About Us section and then Board and Advisory Committees. Chair Molnar and Members Finestone and Tolbert agreed to participate in an ad hoc committee to review applications for the two seats and to make recommendations at the next MAC meeting.

### **Whole-Child Model Update**

Candice Gomez, Executive Director, Program Implementation presented a comprehensive update on the Whole-Child Model (WCM) implementation. DHCS notified CalOptima of the delayed implementation which is in Phase 3 and is to begin no sooner than July 1, 2019. The basis for the

delay is the size of CalOptima's California Children's Services (CCS) population within Orange County, along with the complexity of CalOptima's delegated health network model. Ms. Gomez noted that until the WCM implementation begins, children that are currently enrolled in CalOptima and CCS will continue to receive CCS services through the Orange County Health Care Agency (OCHCA).

**Vision Care Presentation**

Provider Advisory Committee (PAC) Chair, John Nishimoto, O.D., Professor and Sr. Associate Dean for Professional Affairs and Clinical Education, Marshall B. Ketchum University Southern California College of Optometry gave an informative presentation on Optometry's role in patient care, early detection and prevention.

**ADJOURNMENT**

Chair Molnar announced that the next MAC meeting is scheduled for Thursday, March 14, 2019 at 2:30 p.m.

Hearing no further business, Chair Molnar adjourned the meeting at 4:15 p.m.

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Cheryl Simmons  
Staff to the Advisory Committees

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## MEMORANDUM

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**DATE:** March 7, 2019  
**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

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### **Special Board Meeting Approves Immediate Action on Homeless Health Initiatives**

In response to your Board’s special meeting on February 22, I will be presenting an Information Item at the March 7 meeting to summarize Board-authorized actions related to homeless health, including our clinical field team pilot program and CalOptima Homeless Response Team, as well as follow up on additional initiatives proposed by Supervisor Andrew Do and county representatives. These include ideas that address both physical health improvements and Whole-Person Care/housing.

### **CalOptima Focuses Advocacy Efforts on Detrimental Licensure Proposal**

On February 13, CalOptima helped arrange meetings with the governor’s office and legislators to express concern about the Department of Managed Health Care (DMHC) General Licensure proposed regulation. A group of leaders representing the California Medical Association, California Hospital Association, California Association of Health Plans, Local Health Plans of California and America’s Physician Groups came together to respond to the proposal, which says that any entity that takes “global risk” (i.e., risk for both physician and hospital services) from a full-service health plan would be required to obtain a Knox-Keene license or seek an exemption. During our meeting with the governor’s Deputy Cabinet Secretary Richard Figueroa, the coalition questioned the broad definition of global risk and the undefined criteria for obtaining an exemption. With a collective voice, we asked that the governor pull back the proposed regulation and initiate a stakeholder process so concerns can be addressed. To extend the impact of the governor’s office meeting, I met with five members of our Orange County delegation, including Assemblywoman Sharon Quirk-Silva, Assemblyman Phillip Chen, Assemblyman Tyler Diep, Sen. John Moorlach and Sen. Tom Umberg. I briefed them on the concerns with the DMHC proposed rule.

More recently, the California Hospital Association worked with Sen. Umberg to introduce SB 714, a bill that may address the concerns with the proposed regulation. The bill will be considered next by the Senate Health Committee.

### **Meetings With State Officials Address Proposed Change to Pharmacy Benefits**

In January, Gov. Gavin Newsom issued an executive order calling for the transition of Medi-Cal pharmacy benefits from managed care to fee-for-service (FFS). To raise awareness about the member impact of a FFS pharmacy program, CalOptima, L.A. Care and Inland Empire Health Plan leaders participated in a series of Sacramento meetings on February 26 arranged by Local

Health Plans of California and California Association of Health Plans. The group met representatives from the Assembly Republican Caucus, Senate Budget Committee, Senate Republican Caucus and the governor's office to make suggestions about alternate ways to achieve reduced pharmacy costs without affecting the managed care system already in place for more than 10 million Medi-Cal members statewide.

### **Programs Supporting Quality Care Are Ready for New Fiscal Year**

Quality care for members is central to our mission. This month, your Board is considering two items that set quality priorities for Fiscal Year 2019–20. These programs were thoroughly reviewed and approved in advance by your Quality Assurance Committee on February 20. The 2019 Quality Improvement Program and Work Plan incorporates new initiatives, including Whole-Person Care, Whole-Child Model, Health Homes and population health management. The overall goal is to improve our National Committee for Quality Assurance rating from 4.0 to 4.5 by 2021, with special attention on bettering our member experience scores. Also before your Board is the Program of All-Inclusive Care for the Elderly (PACE) Quality Assurance and Performance Improvement Plan. New elements of the PACE plan focus on comprehensive diabetes care, reduced use of high-dose opioids, decreased day center falls, increased satisfaction with center meals and more.

### **CalOptima Successfully Completes Transition to Single Retirement Plan Vendor**

To streamline and enhance retirement plan options for employees, CalOptima recently transitioned from two 457(b) deferred compensation plan vendors to a single vendor, Empower Retirement. More than 460 employees participate in the plan, which is the public agency equivalent of a 401(k) program at a private business. Selected through a competitive process, Empower is one of the nation's largest retirement product companies. CalOptima does not contribute to 457(b) plans on behalf of employees; all employee contributions are voluntary.