



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

**THURSDAY, AUGUST 13, 2020
2:30 P.M.**

**CALOPTIMA
505 CITY PARKWAY WEST, SUITE 107-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.

To ensure public safety and compliance with emergency declarations and orders related to the COVID-19 pandemic, individuals are encouraged not to attend the meeting in person. As an alternative, members of the public may:

- 1) Listen to the live audio at +1 (631) 992-3221 - Access Code: 589-102-658 or**
- 2) Participate via Webinar at: <https://attendee.gotowebinar.com/register/6322236248873938702> rather than attending in person. Webinar instructions are provided below.**

I. CALL TO ORDER
Pledge of Allegiance

II. ESTABLISH QUORUM

III. APPROVE MINUTES

- A. Approve Minutes of the June 11, 2020 Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee**

IV. PUBLIC COMMENT

At this time, members of the public may address the Member Advisory Committee on matters not appearing on the agenda, but within the subject matter jurisdiction of the Committee. Speakers will be limited to three (3) minutes

V. REPORTS

- A. Consider Recommendation of Consumer Representative
- B. Consider Recommendation of Chair and Vice Chair

VI. MANAGEMENT REPORTS

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

VII. INFORMATION ITEMS

- A. Committee Member Updates
- B. Homeless Health Initiative
- C. Federal and State Legislative Update
- D. Annual HEDIS Update

VIII. COMMITTEE MEMBER COMMENTS

IX. ADJOURNMENT

Webinar Information

1. Please register for the Provider Advisory Committee Meeting on August 13, 2020 at 2:30 PM PDT at: <https://attendee.gotowebinar.com/register/6322236248873938702>

After registering, you will receive a confirmation email containing a link to join the webinar at the specified time and date.

Note: This link should not be shared with others; it is unique to you.

Before joining, be sure to [check system requirements](#) to avoid any connection issues.

2. Choose one of the following audio options:

TO USE YOUR COMPUTER'S AUDIO:

When the webinar begins, you will be connected to audio using your computer's microphone and speakers (VoIP). A headset is recommended.

--OR--

TO USE YOUR TELEPHONE:

If you prefer to use your phone, you must select "Use Telephone" after joining the webinar and call in using the numbers below.

United States: [+1 \(631\) 992-3221](#)

Access Code: [589-102-658](#)

Audio PIN: Shown after joining the webinar

MINUTES

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

June 11, 2020

A Regular Meeting of the CalOptima Board of Directors' Member Advisory Committee (MAC) was held on June 11, 2020, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair Tolbert called the meeting to order at 2:33 p.m. and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Christine Tolbert, Chair; Pamela Pimentel, Vice Chair; Diana Cruz-Toro; Sandra Finestone; Connie Gonzalez; Patty Mouton; Sally Molnar; Jaime Munoz; Sr. Mary Therese Sweeney; Mallory Vega.

Members Absent: Hai Hoang

Others Present: Richard Sanchez, Interim Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; David Ramirez, M.D., Chief Medical Officer; Gary Crockett, Chief Counsel; Emily Fonda, M.D., Deputy Chief Medical Officer; Candice Gomez, Executive Director, Program Implementation; Belinda Abeyta, Executive Director, Operations; Betsy Ha, Executive Director, Quality & Population Health Management; TC Roady, Director, Regulatory Affairs; Mary Botts, Manager, Enterprise Analytics; Cheryl Simmons, Staff to the Advisory Committees; Samantha Fontenot, Program Assistant,

MINUTES

Approve the Minutes of the May 14, 2020 Special Meeting of the CalOptima Board of Directors' Member Advisory Committee

Action: On motion of Member Sally Molnar, seconded and carried, the MAC approved the minutes as submitted. (9-0-0, member Hoang absent)

PUBLIC COMMENT

There were no public comments.

REPORTS

Consider Recommendation of Agency Appointed Representative from the Orange County Health Care Agency (OCHCA)

Chair Tolbert reviewed the candidate appointed by the OCHCA and reminded the members that in 2019, Member Donna Grubaugh had notified CalOptima of her resignation from the MAC due to her retirement from the OCHCA. The OCHCA has named Steve Thronson, Deputy Director as the representative for the OCHCA's standing seat on MAC.

Action: *On motion of Member Pamela Pimentel, seconded and carried, the MAC approved the recommendation to appoint Steve Thronson as the OCHCA representative (10-0-0, Member Hoang absent)*

Consider Approval of the Member Advisory Committee FY 2019-2020 Accomplishments

Chair Tolbert reviewed the FY 2019-20 MAC Accomplishments and noted that they would be part of the August 6, 2020 Board book.

Action: *On motion of Member Jaime Munoz, seconded and carried, the Committee approved the MAC FY 2019-2020 Accomplishments (10-0-0, Member Hoang absent)*

Chair Tolbert rearranged the agenda to hear agenda item VII.B Children's Hospital of Orange County (CHOC) Thompson Autism Center Presentation.

CHOC Children's Thompson Autism Center Presentation

Jonathan T. Megarian, M.D., Medical Director of the Thompson Autism Center at Children's Hospital of Orange County (CHOC) provided a comprehensive presentation on CHOC's new Thompson Autism Center. Dr. Megerian discussed the benefits and services that are being offered at the center which opened in January 2020. Dr. Megerian also provided an overview of the challenging behavior unit, the assessment clinic, and the co-occurring clinic which is available to children and their families.

Chair Tolbert returned to the CEO and Management Reports portion of the agenda after the conclusion of Dr. Megarian's presentation.

CEO AND MANAGEMENT REPORTS

Chief Operating Officer (COO) Update

Ladan Khamseh, Chief Operating Officer, provided a verbal update on CalOptima's COVID-19 outreach response to members regarding telehealth services and social distancing reminders. Ms. Khamseh also noted that CalOptima's health networks and provider contract amendments had been sent out in May and were awaiting the providers to return the signed amendments. She also notified the members that the base rate for skilled nursing facilities had been increased. Ms. Khamseh also discussed how a Request for Proposal (RFP) is being utilized to find a vendor to assist with updating the Provider Directory.

Chief Medical Officer (CMO) Update

David Ramirez, M.D., Chief Medical Officer, provided a verbal update on the Department of Health Care Services (DHCS) and Centers for Medicare and Medicaid (CMS) regulatory changes. Dr. Ramirez also noted that DHCS announced that CalAIM would be delayed and CMS had requested that the California Medicaid 1115 Waiver be extended for another year. Dr. Ramirez also mentioned that the Health Homes Program (HHP) Phase 2 for Behavioral Health and Substance Abuse will go into effect July 1, 2020.

INFORMATION ITEMS

MAC Member Updates

Chair Tolbert announced that at the June 4, 2020 Board Meeting the following individuals were reappointed to the MAC: Pamela Pimentel, Sr. Mary Therese Sweeney, Sally Molnar, Christine Tolbert. The Board also approved the new appointments of Maura Byron as the Family Support Representative, Melisa Nicholson as the Foster Children Representative, and Patty Mouton as the Long-Term Services and Supports Representative. She noted that recruitment would continue for the Consumer and Medi-Cal Beneficiaries Representatives.

Chair Tolbert on behalf of the MAC said farewell to Jaime Munoz, Foster Children Representative and thanked him for his service on the committee and also reminded the members that a new Chair and Vice Chair will be chosen at the August 13, 2020 meeting, and that MAC members interested in applying should send an email to Cheryl Simmons to notify her of their interest.

Coronavirus COVID-19 Update

Emily Fonda, M.D., Deputy Chief Medical Officer provided a COVID-19 update and discussed Orange County's testing capabilities, CalOptima's COVID-19 response in educating members, and CalOptima's next steps regarding staff maintaining social distancing precautions.

CalOptima Members Experiencing Homelessness Update

Mary Botts, Manager, Enterprise Analytics, presented on members experiencing homelessness. Ms. Botts provided a high-level overview of the CalOptima Homeless Population Clinical Report Card, Medi-Cal Homeless Enrollment Trends, and the Homeless Utilization Trends. Ms. Botts noted that CalOptima's Board of Directors' approved the expansion of the Homeless Clinical Access Program (HCAP) incentives which includes the Clinical Field Teams (CFT) services and telehealth visits.

Federal & State Legislative Update

TC Roady, Director, Regulatory Affairs, provided a verbal update on Governor Newsom's May Revise budget impacts to CalOptima's Medi-Cal members. This budget is scheduled for a final vote on June 15, 2020. Mr. Roady also noted that there were no cuts to the Community Based Adult Services (CBAS) and Multipurpose Senior Services Program (MSSP) Program.

ADJOURNMENT

Chair Tolbert announced that the next MAC meeting is scheduled for Thursday, August 13, 2020 at 2:30 p.m. Hearing no further business, Chair Tolbert adjourned the meeting at 5:02 p.m.

Cheryl Simmons
Staff to the Advisory Committees

MEMORANDUM

DATE: July 29, 2020
TO: CalOptima Board of Directors
FROM: Richard Sanchez, Interim CEO
SUBJECT: CEO Report — August 6, 2020, Board of Directors Meeting
COPY: Sharon Dwiers, Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; OneCare Connect Member Advisory Committee; and Whole-Child Model Family Advisory Committee

California Budget Enacted With Medi-Cal Rate Reduction But No Program Eliminations

On June 29, Gov. Gavin Newsom signed California's FY 2020–21 budget after the Legislature and Administration agreed on a plan to balance an estimated \$54 billion deficit brought on by the COVID-19 pandemic. While the budget still contains Medi-Cal rate cuts, the elimination of optional benefits and programs for seniors was not approved. Therefore, the budget provisions are consistent with CalOptima's Board-approved FY 2020–21 operating budget. Effective July 1, the state budget impacts Medi-Cal as summarized below:

- *Benefits:* Rejects the elimination of Community-Based Adult Services (CBAS) and the Multipurpose Senior Services Program (MSSP) and preserves funding for 12 optional Medi-Cal benefits.
- *Managed Care Capitation Rates:* Approves a 1.5% rate reduction, implements a risk corridor calculation for the period July 1, 2019–December 31, 2020 (18-month bridge period) and implements efficiencies in the development of managed care plan rates.
- *Proposition 56:* Rejects the Administration's proposal to eliminate Proposition 56 supplemental payments but suspends payments on July 1, 2021, unless certain state fiscal conditions are met.
- *Managed Care Organization (MCO) Tax:* Approves the Administration's estimate of net revenue from the MCO tax of \$1.7 billion.
- *Medi-Cal Expansion:* Expands full-scope Medi-Cal to undocumented older adults only if specific revenue projections for the next three years exceed the cost of providing benefits.
- *California Advancing and Innovating Medi-Cal (CalAIM):* Approves the Administration's withdrawal of funding to support CalAIM.
- *Pharmacy Carve-Out:* Approves the Department of Health Care Services (DHCS) budget request for resources to implement Medi-Cal Rx.

State Files 1115 Waiver Extension Request to Approve Programs Until 2021

On July 22, DHCS requested a 12-month [extension](#) of the federal waiver under which the majority of Medi-Cal operates. California's Section 1115 Medicaid waiver, known as Medi-Cal 2020, was approved by the Centers for Medicare & Medicaid Services (CMS) on December 30, 2015, and is effective through December 31, 2020. Following the end of the waiver period, DHCS had intended to launch CalAIM to continue important programs authorized through Medi-Cal 2020. However, COVID-19 necessitated a delay in CalAIM so the health care delivery system can focus on the pandemic. The extension request's stakeholder process includes a 30-

day public comment period and two public hearings on August 7 and 10. CalOptima will keep your Board informed about the progress of the extension request.

New Long-Term Care at Home Medi-Cal Benefit Proposed, Driven by Pandemic

On May 22, DHCS and the California Department of Aging announced the development of a new Long-Term Care at Home benefit for Medi-Cal, aimed at reducing the nursing home population amid the pandemic by offering a coordinated and bundled set of medical and home- and community-based services. According to the proposal, services will be tailored to individual needs based on a person-centered assessment and provide choices for individuals about where to live and how to receive care. Stakeholder feedback in June resulted in modifications to the original proposal, and a updated benefit design document was released July 17 [here](#). The document provides a more detailed overview of the proposed benefit, including its key goals, target populations, model of care, financing structure, federal authority, and public stakeholder process. DHCS will seek approval from CMS for this benefit, with a plan to launch it in 2021. To help shape the benefit, CalOptima has provided feedback through our state associations; however, we remain concerned regarding the aggressive timeframe for implementation and other operational and clinical issues.

COVID-19 Response Encompasses a Wide Range of Efforts From Clinical to Operational

CalOptima continues to respond to the intense needs of our members as we enter the sixth month since Orange County declared a local health emergency. From our first case until July 27, CalOptima has reported 2,201 positive cases, 1,138 hospitalizations and 165 deaths. Below are updates in several key areas of pandemic response.

- *Redetermination Extension:* On July 23, the federal government extended the public health emergency order another 90 days, until October 24, 2020, and DHCS announced that it will extend the freeze on Medi-Cal redeterminations accordingly. During a call about COVID-19, state officials shared that DHCS is not experiencing the enrollment spike up to 2 million new enrollees as previously expected. April enrollment data show a decrease in female applicants compared with male applicants, and children ages 0–17 make up the bulk of applications.
- *Member Communications:* CalOptima enhances the COVID-19 member [section](#) on the website on an ongoing basis. For example, we recently added the expanded [list](#) of COVID-19 symptoms released by the CDC. Member content is available in seven threshold languages.
- *Provider Communications:* The breadth of the COVID-19 provider section [here](#) reflects the challenging nature of delivering health care during the pandemic, given numerous regulatory changes and financial demands. Toward the latter, CalOptima communicated the opportunity in June for providers to obtain financial support from the \$25 billion Medicaid Relief Fund: \$15 billion for Medicaid providers and \$10 billion for safety net hospitals. To be eligible, providers must have directly billed for recent Medi-Cal services and must not have received prior provider relief payments. The payment will be at least 2 percent of reported gross Medi-Cal revenue for a specified period.
- *Suicide Prevention:* In early July, DHCS, the California Department of Public Health and the Office of the California Surgeon General reached out with a letter for all California medical and behavioral health providers, to communicate concerns about COVID-19's immediate and long-term impact on mental health. The letter urges providers to ask four suicide screening questions developed by the National Institute on Mental Health and offers instructions and resources about what to do if someone is identified as at-risk.

- *Nursing Home Support:* CMS recently announced funding and testing initiatives to further protect nursing home residents. Up to \$5 billion of the Provider Relief Fund will be authorized for Medicare-certified long-term care facilities to boost facilities' response to COVID-19. They must participate in a training program to qualify to receive the funding. Further, CMS will begin requiring — rather than recommending — that all nursing homes in states with a 5% or higher positivity rate test all staff each week. This new staff testing requirement will enhance efforts to keep the virus from entering and spreading through nursing homes by identifying asymptomatic carriers. Meanwhile, our local efforts continue in partnership with UC Irvine and the Orange County Health Care Agency (HCA) to support infection control in nursing homes, including hosting a July 9 webinar offering resources in a new toolkit [here](#).
- *Anaheim Testing Super Site:* On July 14, the HCA and City of Anaheim jointly announced a new drive-through testing super site at the Anaheim Convention Center. CalOptima has promoted this site on social media and in our weekly COVID-19 electronic newsletter to hundreds of community-based organizations.
- *Multilingual Ad Campaign:* CalOptima partnered with the HCA to help amplify its “Could it be COVID?” multilingual ad campaign about testing. We participated in an HCA press release [here](#) that announced the new campaign, and we posted HCA-created messages on our four social media channels. Further, CalOptima offered HCA bonus radio spots on La Ranchera 96.7 FM for additional Spanish-language announcements and included the HCA ad and message twice in our weekly COVID-19 electronic newsletter.
- *Teleworking:* CalOptima continues to consider how to protect our employees and plan for an eventual return to the office. As a first step over the next few months, CalOptima will fill nearly 70 permanent teleworking slots that are within the current Board-approved limit, thereby reducing the future census in the building. However, the executive team recognizes that significant short- and long-term modifications to our workspace will be necessary, including perhaps seeking approval for more permanent telework staff.

Whole-Child Model (WCM) Marks First Year of Successful Integration

July 1, 2020, marked the one-year anniversary of CalOptima's WCM program, which delivers better care coordination and access to care for California Children's Services (CCS) children and their families. Thanks to our effective partnership with the provider community, WCM experienced strong clinical results and positive feedback from participants. The program began with 12,317 members and grew almost 20% during the past 12 months to 14,652 members. Approximately 42% of all WCM members reside in either Santa Ana or Anaheim, and nearly all WCM members (93%) speak either English (51%) or Spanish (42%). There is some work to do to address CCS eligibility discrepancies and funding issues, and our finance team is focused on correcting the gaps with support from state associations. Thanks for your Board's support during the launch and first year of operation.

CalOptima Engages Orange County Congressional Delegation in Virtual Meetings

In June, the Association for Community Affiliated Plans conducted its annual legislative advocacy efforts virtually this year, and CalOptima connected over the phone with five Congressional offices. I spoke with Reps. Lou Correa, Alan Lowenthal, Harley Rouda and Gil Cisneros as well as a staffer from the office of Rep. Katie Porter. The discussions ranged from the pandemic's impact on provider funding and Medi-Cal policies to the availability of COVID-19 testing and mental health resources in our community. More recently, I was able to meet

virtually with the remaining members of our Congressional delegation, Reps. Linda Sanchez and Mike Levin, and the conversations covered similar issues.

Health Homes Program (HHP) Phase 2 Focuses on Needs of Members With Mental Illness

On July 1, CalOptima launched Phase 2 of HHP, which provides a new set of care management and coordination services to Medi-Cal members with serious mental illnesses. The goal of HHP Phase 2 continues to be the same as Phase 1, which is to promote access to the full range of physical, behavioral and social services for members with complex needs, and to empower them to play an active role in their health. Nearly 4,700 members are eligible to participate in Phase 2, and we estimate that 20% will enroll. Through July, 480 members enrolled in HHP during Phase 1, which includes members with certain chronic conditions and substance use disorders.

Medi-Cal Rx All-Plan Webinar Begins the Preparation for January 2021 Transition

In June, DHCS held an all-plan webinar about the upcoming transition to Medi-Cal Rx on January 1, 2021. The state reiterated its commitment to that start date and shared that system testing with pharmacy vendor Magellan Healthcare has begun. To gather input from health plans and associations, the state will soon release a draft All-Plan Letter that outlines managed care plan requirements after Medi-Cal Rx implementation and addresses a variety of issues at the plan level, such as policies and procedures, pharmacy provider networks, formularies, utilization management, and grievances and appeals. Regarding member communication, DHCS will provide managed care plans with call scripts that give members information about how to contact Magellan. Also, 90-, 60- and 30-day notices will be sent to members. While CalOptima has many reservations about this transition, we are particularly concerned about its impact on CCS members. Working through the CCS Advisory Group, we have asked the state to make several changes to the formulary specific to that population.

DHCS Medi-Cal Audit Wraps Up With Draft Findings in Access to Care, Grievances

The DHCS on-site audit of CalOptima's Medi-Cal program as well as Medicaid-based services for OneCare Connect took place from January 27–February 7, 2020. DHCS reviewed an array of documents and data and conducted interviews with CalOptima staff as well as with a DHCS-selected delegate, Monarch HealthCare. On July 1, DHCS issued a draft report with preliminary findings in the areas of access and availability of care and the grievance system, and on July 7, DHCS and CalOptima met for an exit conference. After receipt of the final report, CalOptima will respond with a Corrective Action Plan. We will keep your Board informed about remediation efforts.