

**NOTICE OF A
REGULAR MEETING OF THE
CALOPTIMA BOARD OF DIRECTORS'
ONECARE CONNECT CAL MEDICCONNECT PLAN (MEDICARE-MEDICAID PLAN)
MEMBER ADVISORY COMMITTEE**

**THURSDAY, APRIL 27, 2017
3:00 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 March 23, 2017 Meeting of the OneCare Connect Member Advisory Committee (OCC 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 OneCare Connect 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. REPORTS

A. Consider Approval of FY 2016-17 OCC MAC Accomplishments
B. Consider Approval of FY 2017-18 OCC MAC Meeting Schedule

- C. Consider Approval of FY 2017-18 OCC MAC Goals & Objectives
- D. Consider Recommendation of FY 2017-18 OCC MAC Slate of Candidates and Chair/Vice Chair

VI. CEO AND MANAGEMENT REPORTS

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

VII. INFORMATION ITEMS

- A. OneCare Connect MAC Member Updates
- B. OCC MAC Member Presentation on Alzheimer's Orange County
- C. Member Trend Report 2016
- D. Federal and State Legislative Update

VIII. COMMITTEE MEMBER COMMENTS

IX. ADJOURNMENT

MINUTES

REGULAR MEETING OF THE CALOPTIMA BOARD OF DIRECTORS' ONECARE CONNECT CALMEDICONNECT PLAN (MEDICARE-MEDICAID PLAN) MEMBER ADVISORY COMMITTEE

March 23, 2017

The Regular Meeting of the CalOptima Board of Directors' OneCare Connect Member Advisory Committee (OCC MAC) was held on March 23, 2017, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Vice Chair Gio Corzo called the meeting to order at 3:02 p.m., and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Ted Chigaros, Gio Corzo, Vice Chair; Josefina Diaz, John Dupies, Sandy Finestone, Sara Lee, Lena Berlove (non-voting), Jorge Solé (non-voting), Erin Ulibarri (non-voting)

Members Absent: Christine Chow; Patty Mouton, Chair; Donta Harrison, George Crits, M.D. (non-voting)

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Richard Bock, M.D., Deputy Chief Medical Officer; Candice Gomez, Executive Director Program Implementation; Belinda Abeyta, Director, Customer Service; Becki Melli, Customer Service; Phil Tsunoda, Executive Director, Public Policy and Public Affairs; Emily Fonda, M.D., Medical Director; Tracy Hitzeman, Executive Director, Clinical Operations

MINUTES

Approve the Minutes of the February 23, 2017 Regular Meeting of the CalOptima Board of Directors' One Care Connect Member Advisory Committee

Action: On motion of member John Dupies, seconded and carried, the OCC MAC approved the minutes as submitted.

PUBLIC COMMENT

No requests for public comment were received.

PRESENTATION

Vice Chair Gio Corzo recognized retiring Member Jorge Solé for his commitment and contributions to the OneCare Connect Member Advisory Committee (OCC MAC). Member

Solé, who is retiring from the Orange County Social Services Agency (SSA) at the end of March 2017, has been the SSA representative on the OCC MAC since 2015. Member Solé explained that the SSA seat on OCC MAC would remain vacant pending the SSA Executive Team's selection to fill his position.

CEO AND MANAGEMENT TEAM DISCUSSION

Chief Executive Officer (CEO) Update

Michael Schrader, Chief Executive Officer, reported that CalOptima is closely monitoring potential changes to the American Health Care Act (AHCA). Members of the House of Representatives may vote on an amended version of the AHCA, but its passage is not assured. Mr. Schrader noted that if AHCA were enacted in its current form, no changes would occur until 2020. In addition, there are significant changes proposed to the financing mechanisms that control who is eligible for Medicaid and who will finance it. Mr. Schrader explained that AHCA could change federal financing for Medi-Cal Classic members to a per capita model, adding that separate caps would be calculated for people in five different eligibility groups to align payment with expenses, such as paying more for elderly and less for children. California would pay the difference for any spending above the caps. For Medi-Cal Expansion members, California would continue to receive the enhanced federal payment rate until December 31, 2019, after which, a lower payment rate would be enacted. Mr. Schrader noted that CalOptima is actively engaged with our three trade associations to ensure we understand the proposals and provide feedback from Orange County.

Chief Medical Officer (CMO) Update

Richard Bock, M.D., Deputy Chief Medical Officer, reported that the Pharmacy department is upgrading its mainframe system to improve performance on authorizations and enhance CalOptima's ability to provide information in the members' language of choice.

Dr. Bock announced that the Board of Directors approved the Pay for Value program for physician and health network incentives, which are based on quality metrics, the Healthcare Effectiveness Data and Information Set (HEDIS) clinical measures and the Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys. In addition, CalOptima is developing a Pay for Value program for the CalOptima Community Network (CCN). CCN physicians contract directly with CalOptima instead of the health networks.

Dr. Bock provided a brief update on the opioid epidemic, noting that CalOptima has been hosting physician education lectures in the community regarding the opioid problem.

INFORMATION ITEMS

Committee Member Updates

Vice Chair Corzo announced that one week remains in the recruitment for committee member seats that are expiring on June 30, 2017. The deadline to apply is March 31, 2017. Vice Chair Corzo also announced the need for volunteers to serve as Chair and Vice Chair for next year. The

OCC MAC Nomination Ad Hoc Subcommittee will meet to review the applications to select a slate of candidates for OCC MAC's consideration at the April 27, 2017 meeting. Member Ted Chigaros volunteered to serve on the subcommittee with members Patty Mouton and Lena Berlove.

The Goals & Objectives Ad Hoc Subcommittee, including OCC MAC members Christine Chow, Sara Lee and Erin Ulibarri, met on March 16, 2017 to propose activities for FY 2017-18. OCC MAC members will consider the proposed goals and objectives at April 27, 2017 OCC MAC meeting.

Member Jorge Solé suggested that the Social Services Agency present at a future OCC MAC meeting to report on any impact that the proposed AHCA changes would have on eligibility of Medi-Cal members.

Assisted Living Waiver

Tracy Hitzeman, Executive Director, Clinical Operations, provided an overview of the Home and Community-Based Services' Assisted Living Waiver (ALW) program. Established in 2007, the main goal of the ALW is to provide assisted living support to eligible Medi-Cal members who are at risk of institutionalization or to eligible Medi-Cal members who are transitioning from long-term care facilities to community home-like settings. Ms. Hitzeman explained that the ALW provides care coordination, assisted living services, nursing facility transition coordination, and environmental accessibility adaptations. She added that OneCare and OneCare Connect members are not eligible for this program.

CBAS and SNF Satisfaction Survey Results

Laura Guest, Supervisor, Quality Improvement, presented the results from the 2016 Community Based Adult Services (CBAS) and skilled nursing facilities (SNF) surveys. Ms. Guest reported that nearly 1,000 CBAS surveys were returned, noting that 100% of the centers had an overall satisfaction rate of over 90%. The main areas of concern included dissatisfaction with the meals, problems with transportation and physical and/or occupational therapy not meeting the members' needs. Ms. Guest reported that the SNF survey results had an overall satisfaction rate of 77%, noting that dissatisfaction with dietary services was the chief issue.

Federal and State Budget and Legislative Update

Phil Tsunoda, Executive Director, Public Affairs, provided information on the process for the proposed AHCA bill. Currently, the House is scheduled to vote on the proposed bill on March 24, 2017. Mr. Tsunoda explained that for the bill to pass the House, 216 votes are required. If it passes in the House, the Senate can fail the bill or impose amendments to the bill and pass the bill with those amendments. The bill would then return to the House for consideration of the amended version.

Vice Chair Corzo announced that the next OneCare Connect MAC meeting is April 27, 2017 at 3:00 p.m.

Minutes of the Regular Meeting of the CalOptima Board of Directors
OneCare Connect Member Advisory Committee
March 23, 2017
Page 4

ADJOURNMENT

Hearing no further business, Vice Chair Corzo adjourned the meeting at 4:05 p.m.

Program Assistant

Approved:



OneCare Connect Cal MediConnect Plan (Medicare-Medicaid Plan)

**OneCare Connect Member Advisory Committee
FY 2016-2017 Accomplishments**

During FY 2016-2017, the OneCare Connect Member Advisory Committee (OCC MAC) of the CalOptima Board of Directors provided input to ensure that OneCare Connect members receive quality health care services. The following list highlights the accomplishments:

- A member of the OCC MAC participated on the request for proposal (RFP) committee that reviewed and selected Magellan Health, Inc. as CalOptima's managed behavioral health organization.
- The OCC MAC Member, who also serves as the Cal MediConnect Ombudsman, provided quarterly updates and feedback from the community regarding the OneCare Connect program.
- OCC MAC members recommended the addition of a Vice Chair position at its September 22, 2016 OCC MAC meeting to assist the Board-appointed OCC MAC Chair, ensuring smooth and streamlined committee administration. The Board approved the Vice Chair position at the October 6, 2016 meeting.
- OCC MAC members reviewed CalOptima's draft Strategic Plan for 2017-2019 and supported the Board of Directors' approval of the updated plan. The new strategic priorities include innovation, value, and partnerships and engagement.
- An OCC MAC Nomination Ad Hoc Subcommittee convened to select the proposed slate of candidates, Chair and Vice Chair for the positions expiring on June 30, 2017. The OCC MAC reviewed the proposed candidates at its April 27, 2017 meeting and forwarded their recommendations to the Board for consideration and approval at the June 1, 2017 meeting.
- An OCC MAC Goals and Objectives Ad Hoc Subcommittee convened to develop goals and objectives for FY 2017-18. Based on the Board-approved Strategic Plan, OCC MAC approved the FY 2017-18 OCC MAC Goals and Objectives on April 27, 2017 and submitted them to the Board as an informational item on June 1, 2017.
- OCC MAC members provided input on CalOptima's strategies to maximize enrollment, retention, and member outreach efforts to OneCare Connect members.

- An OCC MAC member volunteers to present an overview at each OCC MAC meeting on the agency or organization they represent.
- Several OCC MAC members attended CalOptima sponsored community education events, including Community Alliance Forums and Awareness and Education Seminars.
- All OCC MAC members completed the annual Compliance Training.
- OCC MAC Chair presented a monthly OCC MAC Report at CalOptima Board of Directors' meetings to provide the Board with input and updates on the OCC MAC's activities.
- OCC MAC members contributed at least 260 "official" hours to CalOptima during FY 2016-17, including OCC MAC meetings, ad hoc meetings, and Board meetings. These hours do not account for the innumerable hours that OCC MAC members dedicate to members on a day-to-day basis.

The OCC MAC thanks the CalOptima Board for the opportunity to provide updates on the OCC MAC's activities. The OCC MAC welcomes direction or assignment from the Board on any issues or items requiring study, research, and input.



Cal MediConnect Plan (Medicare-Medicaid Plan)

**OneCare Connect Member Advisory Committee
FY 2017-2018 Meeting Schedule**

July

Thursday, 27, 2017

August

Thursday, August 24, 2017

September

Thursday, September 28, 2017

October

Thursday, October 26, 2017

November

Thursday, November 16, 2017*

December

Thursday, December 28, 2017

January

Thursday, January 25, 2018

February

Thursday, February 22, 2018

March

Thursday, March 22, 2018

April

Thursday, April 26, 2018

May

Thursday, May 24, 2018

June

Thursday, June 28, 2018

Regular Meeting Location and Time

CalOptima
505 City Parkway West, 1st Floor
Orange, CA 92868
Conference Room 109-N
3:00 p.m. – 5:00 p.m.
www.caloptima.org

All meetings are open to the public. Interested parties are encouraged to attend.

*Revised meeting date due to holiday.

**CalOptima Board of Directors'
OneCare Connect Member Advisory Committee
Goals and Objectives
FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018				
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	OCC MAC Activities	OCC MAC Progress
I. Innovation	Pursue innovative programs and services to optimize member access to care	1. Delivery System Innovation - Utilize pay-for performance, creative partnerships, sponsored initiatives and technology to empower networks and providers to drive innovation and improve member access.	<ul style="list-style-type: none"> • Monitor CalOptima's pay-for-value program as well as member and provider incentive initiatives • Provide input to ensure member access to health care services. • Provide input to improve and streamline access between CalOptima and delegated networks. 	
		2. Program Integration - Implement programs and services that create an integrated service experience for members, including an integrated physical and behavioral health service model.	<ul style="list-style-type: none"> • Monitor and provide input on access and care coordination of behavioral health from Magellan. • Provide input on coordinating and integrating physical and behavioral health care for OCC members. • Outreach to community stakeholders to increase awareness of CalOptima behavioral health services. 	
		3. Program Incubation - Incubate new programs and pursue service approaches to address unmet member needs by sponsoring program pilots addressing areas such as substance abuse, behavioral health services, childhood obesity and complex conditions.	<ul style="list-style-type: none"> • Provide input on proposed pilot programs addressing areas of unmet needs (i.e. substance abuse, homelessness) • Provide input on IGT funding prior to Board approval. • Encourage OCC MAC participation as needed at CalOptima work groups, forums and meetings, etc. that address unmet needs. 	

**CalOptima Board of Directors'
OneCare Connect Member Advisory Committee
Goals and Objectives
FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018				
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	OCC MAC Activities	OCC MAC Progress
II. Value	Maximize the value of care for members by ensuring quality in a cost effective way	1. Data Analytics Infrastructure - Establish robust IT infrastructure and integrated data warehouse to enable predictive modeling, effective performance accountability and data-based decision making.	<ul style="list-style-type: none"> • Provide input, as needed, to improve efficiencies and systems/processes that affect OCC members. 	
		2. Pay for Value - Launch pay-for-performance and quality incentive initiatives that encourage provider participation, facilitate accurate encounter data submissions, improved clinical quality and member experience outcomes, and the spread of best practices.	<ul style="list-style-type: none"> • Provide input on pay-for-value and quality incentive initiatives. • Provide input on findings from Member Experience program, CAHPS and HEDIS. • Provide input to improve member experience outcomes. 	
		3. Cost Effectiveness - Implement efficient systems and processes to facilitate better understanding of internal cost drivers, eliminate administrative redundancies, and promote effective and standardized internal practices.	<ul style="list-style-type: none"> • Provide input, as needed, to ensure OneCare Connect maximizes health care dollars. 	

**CalOptima Board of Directors'
OneCare Connect Member Advisory Committee
Goals and Objectives
FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018				
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	OCC MAC Activities	OCC MAC Progress
III. Partnership and Engagement	Engage providers and community partners in improving the health status and experience of our members	1. Provider Collaboration - Enhance partnerships with networks, physicians and the Provider Advisory Committee to improve service to providers and members, expand access, and advance shared health priorities.	<ul style="list-style-type: none"> • Work with CalOptima and the advisory committees to ensure members have access to providers. 	
		2. Member Engagement - Seek input from the Member Advisory Committee and plan's diverse membership to better understand member needs, and ensure the implementation of services and programs that strengthen member choice and experience and improve health outcomes.	<ul style="list-style-type: none"> • Ensure that the Board is informed of member issues and concerns prior to the Board's consideration or action upon major decisions or initiatives. • Ensure OCC MAC has strong representation when seats become vacant. • Provide input regarding OneCare Connect, especially to improve member experience and health outcomes. 	
		3. Community Partnerships - Establish new organizational partnerships and collaborations to understand, measure and address social determinants of health that lead to health disparities among the plan's vulnerable populations.	<ul style="list-style-type: none"> • OCC MAC members participate in community outreach to increase stakeholder awareness of OCC and its benefits. • Encourage OCC MAC members to attend CalOptima's educational events to increase awareness of issues among CalOptima's members (i.e. Awareness & Education Seminars, Informational Series and Community Alliance Forums). 	

**CalOptima Board of Directors'
OneCare Connect Member Advisory Committee
Goals and Objectives
FY 2017-2018**

GOALS AND OBJECTIVES FY 2017-2018				
CalOptima Strategic Priority	CalOptima Goals	CalOptima Objectives	OCC MAC Activities	OCC MAC Progress
		4. Shared Advocacy - Utilize provider and community relationships to educate stakeholders about health policy issues impacting the safety-net delivery system and community members, and promote the value of CalOptima to members, providers, and the broader population health of the Orange County Community.	<ul style="list-style-type: none"> •Work with CalOptima and community stakeholders to advocate for continuation of OCC and CMC. •Work with CalOptima to inform stakeholders about health policy issues that impact CalOptima. •Promote OCC and its benefits to community by outreaching to colleagues, attending forums/events, distributing information, etc. 	

Charge of the Advisory Committees pursuant to Resolution No. 2-14-95:

1. Provide advice and recommendations to the Board on issues concerning CalOptima as directed by the Board.
2. Engage in study, research and analysis on issues assigned by the Board or generated by the committees.
3. Serve as liaisons between interested parties and the Board.
4. Assist the Board in obtaining public opinion on issues related to CalOptima.
5. Initiate recommendations on issues of study to the Board for their approval and consideration.
6. Facilitate community outreach for CalOptima and the CalOptima Board.