

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

**THURSDAY, NOVEMBER 16, 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 October 26, 2017 Regular 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. PRESENTATION

A. Whole Person Care Overview
B. Community Referral Network Overview

VI. CEO AND MANAGEMENT REPORTS

- A. Chief Executive Officer (CEO) Update
- B. Chief Medical Officer Update
- C. Federal and State Legislative Update

VII. INFORMATION ITEMS

- A. OneCare Connect MAC Member Updates
- B. OCC MAC Member Presentation on Quarterly Ombudsman Update

VIII. COMMITTEE MEMBER COMMENTS

IX. ADJOURNMENT

MINUTES

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

October 26, 2017

The Regular Meeting of the CalOptima Board of Directors' OneCare Connect Member Advisory Committee (OCC MAC) was held on October 26, 2017, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair Gio Corzo called the meeting to order at 3:29 p.m., and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Gio Corzo, Chair; Patty Mouton, Vice Chair; Ted Chigaros, Christine Chow, Josefina Diaz, Sandy Finestone, Sara Lee, Richard Santana, Erin Ulibarri (non-voting)

Members Absent: John Dupies; George A. Crits, M.D. (non-voting)

Others Present: Ladan Khamseh, Chief Operating Officer; Greg Hamblin, Chief Financial Officer; Dr. Bock, Chief Medical Officer; Sessa Mudunuri, Executive Director, Operations; Phil Tsunoda, Executive Director, Public Affairs; Candice Gomez, Executive Director, Program Implementation; Tracy Hitzeman, Executive Director, Clinical Operations; Dr. Fonda, Medical Director; Belinda Abeyta, Director; Becki Melli, Customer Service; Eva Garcia, Program Assistant

Ladan Khamseh, Chief Operating Officer, introduced CalOptima's new Chief Financial Officer, Greg Hamblin.

MINUTES

Approve the Minutes of the July 27, 2017 Regular Meeting of the CalOptima Board of Directors' OneCare Connect Member Advisory Committee

Action: On motion of Member Sandy Finestone, seconded and carried, the OCC MAC approved the minutes as submitted.

PUBLIC COMMENT

There were no requests for public comment.

REPORTS

Approve the Recommendation of Agency-Appointed Representatives from Social Services Agency (SSA) and Orange County In-Home Supportive Services Public Authority (IHSS PA)

Action: On motion of Member Patty Mouton, seconded and carried, the recommendation of agency-appointed representatives Jyothi Atluri (SSA) and Amber Nowak (IHSS PA) were approved.

Approve the Recommendation of the OneCare Connect Member/Family Member Representative

Action: On motion of Member Patty Mouton, seconded and carried, the recommendation of the OneCare Connect Member/Family Representative Kristin Trom was approved.

Approve Amendment to the OneCare Connect Member Advisory Committee Meeting Schedule for Remainder of Fiscal Year 2017/2018

Action: On motion of Member Patty Mouton, seconded and carried, the recommendation to amend the OneCare Connect Member Advisory Committee meeting schedule to bimonthly beginning in January 2018 for remainder of Fiscal Year 2017/2018 was approved.

Chair Gio Corzo reordered the agenda to hear item VIII.B.

POLST in Orange County Challenges and Best Practices

Dr. Nguyen, Palliative Program Director, Hoag Hospital, presented the challenges and best practices of Physician Orders for Life-Sustaining Treatment (POLST) in Orange County. Dr. Nguyen reported that most people do not have an Advanced Health Care Directive and less than 25% have committed their end of life wishes in writing. He added that the majority of health care expenditures are incurred in the last month of life. Dr. Nguyen reported that a pilot project comparing hospital utilization between those with non-completed vs. completed POLSTs showed decreased hospital admissions for those with a completed POLST. These findings led to a concerted community education effort from July 2015 to June 2016 to increase awareness of the need for advanced care planning. The POLST Coalition learned that increased awareness and discussion resulted in increased POLST action planning. Dr. Nguyen cited the following three lessons learned: 1) advanced care planning is a continuous process; 2) gaps in successful engagement can be narrowed through education, motivation and empowerment; and 3) support from healthcare systems, health leaders and community advocates is essential.

Member Patty Mouton requested an agenda item at the next OCC MAC meeting on how palliative care services are being delivered and what processes are in place for CalOptima members.

PRESENTATION

Orange County's Older Adult Health Improvement Plan

Dr. Calvet, Orange County Deputy Health Officer, Health Care Agency, presented on Orange County's efforts to improve older adult health. Dr. Calvet explained that the Orange County Healthy Aging Initiative (OCHAI), formed in 2013, is a collaboration of representatives from County agencies, universities, health care organizations and non-governmental organizations. OCHAI developed resources on older adult health and through community-based efforts developed the Orange County Community Health Improvement Plan (CHIP), Older Adult Health. The goal is to improve wellness and quality of life of older adults in Orange County through the following two objectives: to increase early identification of conditions and safety risks that commonly affect older adults by promoting the Annual Wellness Visit (AWV) and to reduce complications of chronic diseases by promoting chronic disease self-management.

CEO AND MANAGEMENT TEAM DISCUSSION

Chief Medical Officer (CMO) Update

Dr. Bock, Chief Medical Officer, reported that CalOptima is continuing the behavioral health transition plan integrating the administration of Medi-Cal covered behavioral health benefits into CalOptima internal operations, effective January 1, 2018. CalOptima will continue to work with Magellan for members with Medicare.

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 will be presenting on opioid usage at a forum at the University of California, Irvine. The presentation will address how CalOptima has reduced the use of opioids, including the number of prescriptions, the percent of CalOptima's population on opioids and the percent taking high dosages of opioids. In addition, CalOptima has restricted prescriptions given by dentists and restricted the quantity of pills in each prescription.

Dr. Bock reported that the results from Healthcare Effectiveness Data and Information Set (HEDIS), Consumer Assessment of Healthcare Providers and Systems (CAHPS) and member experience data will be shared with the health networks, including comparisons on how they rated to the other networks.

Federal and State Legislative and Budget Update

Cheryl Meronk, Director, Strategic Development, reported that CalOptima is requesting Letters of Interest (LOIs) from organizations to fund Community Grant Initiatives (Intergovernmental Transfers 6 and 7). As approved by the CalOptima Board of Directors, funding will address community needs in one or more of the following three priority areas, including: 1) opioid and other substance overuse; 2) homeless health; and 3) children's mental health. Information from the LOIs will help determine grant funding allocation amounts for the three priority areas. Each LOI should be no more than 1,600 words and must be received by 5 p.m., Monday, November 13, 2017.

INFORMATION ITEMS

MAC Member Updates

Chair Corzo reminded OCC MAC members to complete the required Compliance training by Friday, November 3, 2017.

Member Sara Lee is scheduled to present the Quarterly Ombudsman update at the November 16, 2017 meeting.

CalOptima Cultural and Linguistics Services Overview

Carlos Soto, Manager, Cultural and Linguistics Services (C&L), explained that CalOptima's C&L provides and ensures effective communication to members in their language, including no-cost translation services in all threshold languages, member materials in alternative formats, such as Braille, large font or audio, and no-cost interpreter services. Mr. Soto reported that C&L provides communication services through the following goals and objectives: 1) conduct Awareness and Education Seminars on a quarterly basis; 2) provide staff with C&L in-service training regarding information and resources on cultural needs; 3) provide new staff with C&L training, including information on cultural concerns; 4) translate and review written member informing materials at no-cost in the members' preferred language to comply with mandated regulatory requirements; 5) translate the Annual Notice of Change member materials in all threshold languages; 6) provide no-cost, twenty-four hour access to interpretative services at key points of contact; and 7) publish C&L availability information in CalOptima's member newsletters.

ADJOURNMENT

Chair Corzo announced that the next OCC MAC meetings are scheduled for Thursday, November 16, 2017 and December 14, 2017.

Hearing no further business, the meeting adjourned at 4:36 p.m.

Eva Garcia
Administrative Assistant