

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

**THURSDAY, DECEMBER 14, 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 November 16, 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. CEO AND MANAGEMENT REPORTS

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

C. Federal and State Legislative Update

VI. INFORMATION ITEMS

- A. OneCare Connect MAC Member Updates
- B. OCC MAC Member Presentation on SeniorServ
- C. Palliative Care Update
- D. OCC Plan Enrollment Process

VII. COMMITTEE MEMBER COMMENTS

VIII. ADJOURNMENT

MINUTES

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

November 16, 2017

The Regular Meeting of the CalOptima Board of Directors' OneCare Connect Member Advisory Committee (OCC MAC) was held on November 16, 2017, at CalOptima, 505 City Parkway West, Orange, California.

CALL TO ORDER

Chair Gio Corzo called the meeting to order at 3:10 p.m., and led the Pledge of Allegiance.

ESTABLISH QUORUM

Members Present: Gio Corzo, Chair; Christine Chow, Josefina Diaz, Sandy Finestone, Sara Lee, Richard Santana, Kristin Trom, Jyothi Atluri (non-voting), Amber Nowak (non-voting), Erin Ulibarri (non-voting)

Members Absent: Ted Chigaros, John Dupies, Patty Mouton, Vice Chair; George Crits (non-voting)

Others Present: Michael Schrader, Chief Executive Officer; Ladan Khamseh, Chief Operating Officer; Dr. Bock, Chief Medical Officer; Phil Tsunoda, Executive Director, Public Affairs; Candice Gomez, Executive Director, Program Implementation; Dr. Fonda, Medical Director; Sessa Mudunuri, Executive Director, Operations Customer Service; Albert Cardenas, Director, Customer Service, Medicare; Belinda Abeyta, Director, Customer Service, Medi-Cal; Becki Melli, Customer Service; Eva Garcia, Program Assistant

INTRODUCTION

Chair Gio Corzo introduced new members of OneCare Connect Member Advisory Committee (OCC MAC) Kristin Trom, OneCare Connect member representative; Jyothi Atluri, Social Services Agency representative and Amber Nowak, In-Home Supportive Services Public Authority representative.

MINUTES

Approve the Minutes of the October 26, 2017 Regular Meeting of the CalOptima Board of Directors' OneCare Connect Member Advisory Committee

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

PUBLIC COMMENT

There were no requests for public comment.

INFORMATION ITEMS

Orange County Whole Person Care Overview

Melissa Tolbert, Orange County Health Care Agency, provided an overview on Whole Person Care (WPC), which is a coordinated effort by physical, behavioral health and social services to improve health and well-being of homeless Medi-Cal beneficiaries. Ms. Tober explained that several collaborative partners in Orange County provide services to the target populations that include persons who are homeless and persons who are homeless and living with a serious mental illness (SMI). WPC objectives include the following: 1) to reduce inappropriate or unnecessary emergency room visits/inpatient utilization; 2) to meet social, medical and behavioral needs in real-time; 3) to increase readiness for coordinated entry process; and 4) to improve/increase success in housing placement. In addition, WPC's services to the homeless and SMI populations include resources to seek out and secure housing opportunities, housing sustainability services, such as peer support, and outreach and engagement staff that work with WPC providers to link members to behavioral health services.

Community Referral Network Overview

Roseann Peters, Lestonnac Free Clinic, presented on the Community Referral Network (CRN), which is a web-based referral system designed to facilitate collaborative relationships with community clinics, hospitals, and social service agencies to provide holistic care for their clients. CRN facilitates referrals, allowing organizations to quickly and accurately refer clients for a variety of services including medical, dental, and more than 75 types of social services. Ms. Peters explained that CRN creates awareness of underutilized services that are available to underserved populations.

CEO AND MANAGEMENT TEAM DISCUSSION

Chief Executive Officer (CEO) Update

Michael Schrader, Chief Executive Officer, reported on CalOptima's efforts to expand the Program of All-Inclusive Care for the Elderly (PACE) into south county. Mr. Schrader explained that CalOptima is awaiting approval from the Department of Health Care Services (DHCS) and the Centers for Medicare & Medicaid Services (CMS) to expand the service area. Approval of an expanded service area is contingent upon strategies being in place to provide the PACE model of care countywide. The Board-approved strategies that will make expansion possible are the use of Alternative Care Setting (ACS) sites and community-based physicians. CalOptima is actively working on meeting these objectives. PACE serves frail seniors who qualify for placement in a skilled nursing facility (SNF), but prefer to live at home with sufficient support. PACE combines the services of a Community Based Adult Services (CBAS) program with those of a primary care clinic. Mr. Schrader reported that PACE's enrollment is growing at approximately five (5) net members per month.

Chief Medical Officer (CMO) Update

Dr. Richard Bock, Chief Medical Officer, provided an update on the transition of the administration of Medi-Cal covered behavioral health benefits into CalOptima internal operations, effective January 1, 2018. He noted that the development of the provider network is well underway with CalOptima outreaching to providers who collectively deliver 90 percent of the services.

Dr. Bock reported that the Pharmacy department is working on the new CMS regulations regarding medication therapy management and the DHCS requirements for drug utilization review. CalOptima is continuing the opioid reduction initiatives. In addition, CalOptima is working with the Orange County Health Care Agency to get treatment for those who are already addicted to opioids through medication assisted treatment.

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.

Federal and Legislative Update

Philip Tsunoda, Executive Director, Government Affairs, reported that the House of Representatives voted to reauthorize the Children's Health Insurance Program (CHIP) for an additional five years. The CHIP program provides Medi-Cal coverage for children ages 0-19 years whose parents' incomes are up to 266% of the federal poverty level. CalOptima currently has approximately 109,000 children that are members through the CHIP program. Funding for the CHIP program expired at the end of September and congress has been working to reauthorize funding for the program. The bill is now in the US senate. Mr. Schrader sent a letter of support from CalOptima to California's two US senators urging their support to reauthorize funding for the CHIP program. CalOptima asked for OCC MAC's support to reach out to California's senators to ensure Senate passage.

INFORMATION ITEMS

Quarterly Ombudsman Update

Member Sara Lee presented the Quarterly Ombudsman update, reporting that the Ombudsman Service Program (OSP) at Legal Aid Society of Orange County continues to assist members with OneCare Connect (OCC) enrollment issues and potential OCC disenrollment. Member Lee explained that assistance given by OSP, includes the following: 1) assisting members to avoid a share of cost (SOC) and helping them maintain OCC coverage by placing them in a working disabled program; 2) educating members about the benefits of OCC, such as the role of the Personal Care Coordinator and supplemental dental benefits; and 3) advising members about the Limited Income Newly Eligible Transition Program – Humana (LINET) when they are disenrolled from OCC. Member Lee reported that the 60-day deeming process, effective September 1, 2017, helps members maintain enrollment allowing the OSP advocate to resolve the member's eligibility issues. In response to Member Lee's question about conflicting

Medicare and Medi-Cal appeal's decisions, Albert Cardenas, Director of Medicare Customer Service, responded that CalOptima follows the Medi-Cal regulations for Medicaid-based services and the Medicare regulations for Medicare-based services. In addition, per new law effective July 1, 2017, the member must exhaust the internal health plan appeal process before requesting a State Hearing for Medicaid based services.

ADJOURNMENT

Chair Corzo announced that the next OCC MAC Meeting is Thursday, December 14, 2017. In 2018, OCC MAC will begin meeting bimonthly with the first meeting on February 22, 2018.

Hearing no further business, Chair Corzo adjourned the meeting at 4:22 p.m.

Eva Garcia
Administrative Assistant