



**NOTICE OF A
SPECIAL MEETING OF THE
CALOPTIMA HEALTH BOARD OF DIRECTORS'
WHOLE-CHILD MODEL
FAMILY ADVISORY COMMITTEE**

**TUESDAY, MARCH 28, 2023
9:30 A.M.**

**CalOptima Health
505 City Parkway West, Suite 107-N
Orange, California 92868**

AGENDA

This agenda contains a brief description of each item to be considered. Except as provided by law, no action shall be taken on any item not appearing on the agenda. To speak on an item, complete a Public Comment Request Form(s) identifying the item(s) and submit to the Clerk. To speak on a matter not appearing on the agenda, but within the subject matter jurisdiction of the Board of Directors' Whole-Child Model Family Advisory Committee, you may do so during Public Comments. Public Comment Request Forms must be submitted prior to the beginning of the Consent Calendar, the reading of the individual agenda items, and/or the beginning of Public Comments. When addressing the Committee, it is requested that you state your name for the record. Address the Committee as a whole through the Chair. Comments to individual Committee Members or staff are not permitted. Speakers are limited to three (3) minutes per item.

In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the Clerk of the Board's Office at (714) 246-8806, at least 72 hours prior to the meeting.

The Board of Directors' Whole-Child Model Family Advisory Committee meeting agenda and supporting materials are available for review at CalOptima Health, 505 City Parkway West, Orange, CA 92868, 8 a.m. – 5:00 p.m., Monday-Friday, and online at www.caloptima.org.

**Participate via Zoom Webinar at:
https://us06web.zoom.us/webinar/register/WN_OFRfcZw3Q0iNj6ehLOzK8Q and
Join the Meeting.**

Webinar ID: 863 0776 0332

Passcode: 260554 -- Webinar instructions are provided below.

1. CALL TO ORDER

Pledge of Allegiance

2. ESTABLISH QUORUM

3. APPROVE MINUTES

[Approve Minutes of the October 25, 2022 Special Meeting of the CalOptima Health Board of Directors' Whole-Child Model Family Advisory Committee](#)

4. PUBLIC COMMENT

At this time, members of the public may address the Whole-Child Model Family 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.

6. MANAGEMENT REPORTS

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

7. INFORMATIONAL ITEMS

- A. California Children Services Update
- B. Medi-Cal Rx Update
- C. Whole-Child Model Family Advisory Committee Member Updates

8. COMMITTEE MEMBER COMMENTS

9. ADJOURNMENT

TO JOIN THE MEETING

Please register for the Special Meeting of the CalOptima Health Board of Directors' Whole-Child Model Family Advisory Committee on March 28, 2023 at 9:30 a.m. (PDT)

To **Register** in advance for this webinar:

https://us06web.zoom.us/webinar/register/WN_OFRfcZw3Q0iNj6ehLOzK8Q

Join from a PC, Mac, iPad, iPhone or Android device

On day of meeting, please click this URL to join:

<https://us06web.zoom.us/j/86307760332?pwd=SFB2Mmh6aDVlbnRlL21VQmpKSEVtdz09>

Passcode: **260554**

Or One tap mobile:

+16694449171,,86307760332#,,,,*260554# US

+17193594580,,86307760332#,,,,*260554# US

Or join by phone:

Dial(for higher quality, dial a number based on your current location):

US: +1 669 444 9171 or +1 719 359 4580 or +1 720 707 2699 or +1 253 205 0468 or +1 253 215 8782 or +1 346 248 7799 or +1 646 931 3860 or +1 689 278 1000 or +1 301 715 8592 or +1 305 224 1968 or +1 309 205 3325 or +1 312 626 6799 or +1 360 209 5623 or +1 386 347 5053 or +1 507 473 4847 or +1 564 217 2000 or +1 646 558 8656

Webinar ID: 863 0776 0332

Passcode: 260554

MINUTES

SPECIAL MEETING OF THE CALOPTIMA HEALTH BOARD OF DIRECTORS' WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE

October 25, 2022

A Special Meeting of the CalOptima Health Board of Directors' Whole-Child Model Family Advisory Committee (WCM FAC) was held on October 25, 2022, CalOptima Health, 505 City Parkway West, Orange, California and via teleconference (Zoom) in light of the COVID-19 public health emergency and of Assembly Bill (AB) 361 (Chaptered September 16, 2021), which allows for temporary relaxation of certain Brown Act requirements related to teleconferenced meetings.

CALL TO ORDER

Kristen Rogers, WCM FAC Chair called the meeting to order at 9:33 a.m. and led the Pledge of Allegiance.

At this time Chair Rogers rearranged the agenda while awaiting to achieve a quorum.

CEO AND MANAGEMENT REPORTS

Chief Executive Officer Report

Michael Hunn, Chief Executive Officer, shared that CalOptima Health currently has 930,000 members and of those approximately 303,000 were children. He noted that his goal was to ensure that CalOptima Health had enough providers for these children. Mr. Hunn also noted that vaccination and immunization rates have fallen and that CalOptima Health is continuing its outreach to get these rates up going into the winter flu season. CalOptima Health is tracking ER visits due to Respiratory Syncytial Virus (RSV) as there is a big increase in cases right now and that RSV was also affecting seniors over 65.

Michael Hunn also notified the committees that if the Public Health Emergency (PHE) ends, CalOptima Health members would go thru a redetermination and that 20% of those members could become ineligible. CalOptima Health is gearing up to make sure that there is enough staff to handle the redetermination and were working hard to get the message out that redetermination is coming. In addition, CalFresh will revert to the old method of determining the eligibility benefit which will impact our members.

Chief Operating Officer Report

Yunkyung Kim, Chief Operating Officer, began by thanking the upcoming speakers who will discuss redetermination. She also presented a proposed policy for the committee to provide feedback and noted that this policy defines maximum enrollment of one-third (1/3) total eligible members in one of our delegated health networks. Once a health network has 1/3 of eligible members, auto assignment would stop but the family link would continue. In the area of children, CalOptima Health would continue to use 1/3 of child members for calculating. She noted that Cheryl Simmons will send the Auto-Assignment policy to the committee for review and feedback after the meeting.

Chief Medical Officer Update

Richard Pitts, D.O., Ph.D., Chief Medical Officer – Dr. Pitts provided a COVID 19 update and noted that hospital numbers for our members were low but there was a new variant that he was keeping his eye on. Dr. Pitts also shared that the new COVID vaccine is very effective as it contains the different variant strains for better protection from COVID. Dr. Pitts also reiterated what Michael Hunn had said about RSV and noted that it is very active right now and has arrived somewhat early in the season and is keeping the emergency rooms very busy. He also noted that monkeypox and congenital syphilis seemed to be fading.

At this time, Chair Kristin Rogers asked to establish a quorum.

ESTABLISH QUORUM

Members Present: Kristen Rogers, Chair; Kathleen Lear, Vice Chair; Maura Byron; Sandra Cortez-Schultz; Erika Jewell; Monica Maier (9:50 a.m.); Lori Sato

Members Absent: Malissa Watson, Jessica Putterman

Others Present: Michael Hunn, Chief Executive Officer; Yunkyung Kim, Chief Operating Officer; Richard Pitts, D.O. Ph.D., Chief Medical Officer; Zeinab Dabbah, M.D., J.D., Deputy Chief Medical Officer; Veronica Carpenter, Chief of Staff; Kelly Giardina, Executive Director, Clinical Operation; Carmen Katsarov, Executive Director, Behavioral Health; Marie Jeannis, Executive Director, Quality and Population Health Management; Kelly Bruno-Nelson, Executive Director, Program Implementation; Ladan Khamseh, Executive Director, Operations; Thanh-Tam Nguyen, M.D., Medical Director; Kris Gericke, Director, Pharmacy Management; Albert Cardenas, Director, Customer Service; Sharon Dwiers, Clerk of the Board; Cheryl Simmons, Staff to the Advisory Committees; Kami Long, Executive Assistant, Operations; Doris Billings, Orange County Healthcare Agency

MINUTES

Approve the Minutes of the September 20, 2022 Regular Meeting of the CalOptima Board of Directors' Whole-Child Model Family Advisory Committee

Action: On motion of Member Cortez-Schultz, seconded and carried, the WCM FAC Committee approved the minutes of the September 20, 2022, meeting. (Motion carried 7-0-0; Members Putterman and Watson absent)

PUBLIC COMMENT

There were no public comments

INFORMATION ITEMS

California Children Services Update

Doris Billings, CCS Division Manager/Chief Therapist, Orange County Health Care Agency provided an update on the operations of the California Children Services (CCS) and noted that the PHE had been extended thru Feb. 2023 and that CCS will continue with COVID flexibility in the general program. She also noted that CCS is starting to close cases in the Medical Therapy program and plan to have them closed by the end of 2022. Ms. Billings also provided an updated on how CCS is working with the Department of Health Care Services (DHCS) to clarify language in both the Whole-Child Model (WCM) letter, the CCS letter, the Memorandum of Understanding (MOU) template and the All-Plan letter. They all address the WCM concept and process, but they were not consistent so they're working on that. She also noted that the state is guaranteeing telehealth reimbursement for Occupational Therapy & Physical Therapy services thru 2022 for the Medical Therapy Program but no guarantees past December 31, 2022. They will work on guidelines for 2023 but will continue to offer telehealth. Most services are now in person and noted that about two months ago, all CCS Medical Therapy Clinics transitioned to in-person unless virtual was requested.

Medi-Cal and Medicare Redetermination

The WCM FAC received information on the redetermination effort underway by the Orange County Social Services Agency (OC SSA) that is being undertaken in preparation for the end of the public health emergency. Jamie Peterson, Administrative Manager I of the OC SSA presented on the redetermination effort. Ms. Peterson noted that when the continuous coverage requirement expires, Center for Medicare and Medicaid Services guidance outlines a 14-month timeline for states to return to normal eligibility and enrollment operations and that the OC SSA would have 14 months to initiate and complete the redeterminations for nearly all Orange County beneficiaries. She also noted that Medi-Cal beneficiaries would maintain their current renewal month in their case records and that SSA would conduct a full redetermination at the next scheduled renewal month following the end of the Public Health Emergency (PHE).

Jeffrey Rodriguez, South Coast Public Affairs Specialist with the Social Security Administration presented on the redetermination efforts and its effect on the Supplemental Security Income (SSI). Mr. Rodriguez explained that SSI is a federal program that provides monthly payments to people who have limited income and resources for individuals who are 65 or older, as well as for those of any age, including children, who are blind or who have disabilities and have limited income and resources. He noted that approximately 54,000 Orange County beneficiaries would be affected.

Committee Discussion on California Advancing and Innovating Medi-Cal (CalAIM) Enhanced Community Supports for Respite Care

Kelly Bruno-Nelson, Executive Director, Program Implementation, lead a discussion on respite care by asking the committee which generated a discussion on the best use of respite care. Some suggestions received were: out of bed disability summer camp, in-home, overnight respite care (level of caregiver would depend on needs of patient), billing agent for respite care, and patients

being admitted to hospital because there was no one to care for them. Chair Kristen Rogers agreed to send Ms. Bruno-Nelson a list of camps.

Whole-Child Model Member Updates

Chair Rogers informed the committee that there are still two family member seats available on the committee that need to be filled and asked the members to assist with recruitment. She also reminded the members that the email providing them with information on how to access the yearly compliance courses was sent on September 6, 2022. These courses will need to be completed by November 4, 2022. Chair Rogers also reminded the committee members that the next meeting would be the joint meeting of all the advisory committees on December 8, 2022, at 8 a.m. and that March 21, 2023 would be the next meeting for the committee.

ADJOURNMENT

Hearing no further business, Chair Rogers adjourned the meeting at 11:20 a.m.

Cheryl Simmons
Staff to the Advisory Committees



MEMORANDUM

DATE: February 23, 2023

TO: CalOptima Health Board of Directors

FROM: Michael Hunn, Chief Executive Officer

SUBJECT: CEO Report — March 2, 2023, Board of Directors Meeting

COPY: Sharon Dwiers, Clerk of the Board; Member Advisory Committee; Provider Advisory Committee; and Whole-Child Model Family Advisory Committee

a. **CalOptima Focused on Informing Members About Upcoming Medi-Cal Redetermination**

The Medi-Cal redetermination process will resume on April 1 (with the first disenrollments on July 1). Starting in April, the County of Orange Social Services Agency (SSA) will do an ex parte review to automatically renew members using available data, such as state wage databases, to confirm ongoing eligibility. If confirmed, members will receive notices informing them about their renewal, and they will not need to take any action. To help our members keep their coverage if the ex parte process doesn't renew them and they receive a renewal form, we have created a comprehensive communications plan to inform and educate the community over the 14 months of redetermination. We have also created an online toolkit of resources that our providers, community-based organizations and other trusted messengers can use to share information with members about the redetermination process. CalOptima Health is seeking their help to amplify two messages: First, members need to notify SSA if their contact information has changed over the past three years, and second, they need to complete the renewal process to keep their Medi-Cal.

b. **State Joint Legislative Audit Recommendations – Pending**

The California State Auditor (CSA) is wrapping up its audit of CalOptima Health as approved by the Joint Legislative Audit Committee (JLAC) back in June of 2022. The auditors are finalizing document reviews and interviews with staff and an exit conference is expected the week of March 6. A draft audit report will be provided to CalOptima Health, and staff will have five business days to review the draft report and prepare a written response. A special CalOptima Health Board meeting will convene a closed session to review the draft audit recommendations and any responses to the auditors. The final report is then expected to be released publicly in April.

c. **Annual Medi-Cal Audit Set to Begin February 27**

CalOptima Health has completed preparations for the Department of Health Care Services (DHCS) routine, annual medical audit, which will be underway starting February 27. This year is considered a full-scope audit, and as such, many areas not audited in recent years are included (i.e., Cultural & Linguistics, Health Education, Privacy, Complex Case Management, etc.). As in previous years, the

Medi-Cal Regulatory Affairs & Compliance department coordinated CalOptima Health’s participation in the audit, which will continue through March 10.

d. Medical Directors Represent a Broad Array of Specialties

Under the leadership of Chief Medical Officer Richard Pitts, D.O., Ph.D., and Deputy Chief Medical Officer Zeinab Dabbah, M.D., J.D., CalOptima Health’s Medical Directors offer medical expertise in a broad array of specialties. Please see below for a list of the Medical Directors and their specialties/areas of responsibility:

Richard Pitts, D.O., Ph.D.	Chief Medical Officer	Emergency Medicine, Preventive Medicine and Occupational Medicine
Zeinab Dabbah, M.D., J.D.	Deputy Chief Medical Officer	Internal Medicine
Said Elshihabi, M.D., FAANS	Medical Director, Cranial & Spine Surgery	Neurosurgery and Spine Surgery
Donna Frisch, M.D.	Medical Director, PACE	Internal Medicine
Dajee Himmet, M.D., FACS	Medical Director, Medical Management	Cardio-Thoracic Surgery
Shilpa Jindani, M.D.	Medical Director, Population Health & Equity	Family Practice
Richard R. Lopez, M.D., FACS	Medical Director, Transplant & Medical Director, Credentialing	Surgery/Transplant
Nguyen Luu-Trong, M.D., FAAFP	Medical Director, Medical Management	Family Practice
Thanh-Tam Nguyen, M.D., FAAP	Medical Director, Whole Child Model	Medicine/Pediatrics
Tanu S. Pandey, M.D., MPH, FACP	Medical Director, Appeals and Grievance	Internal Medicine and Preventive Medicine
Donald Sharps, M.D., DLFAPA	Medical Director, Behavioral Health Integration	Psychiatry
Mohini Sinha, M.D.	Medical Director, Quality	Pediatrics

e. California Association of Housing Authorities’ Presentation

Kelly Bruno-Nelson, Executive Director of Medi-Cal/CalAIM, presented at the California Association of Housing Authorities (CAHA) annual conference in Sacramento on January 26. She spoke about the intersection of housing and health and how CalOptima Health is partnering with our four local Housing Authorities to increase housing opportunities in Orange County. CAHA is a statewide association representing more than 75 housing authorities throughout the state of California.

f. National Health and Nutrition Examination Survey Hosts Media Event

Chief Medical Officer Richard Pitts, D.O., Ph.D., and I attended the National Health and Nutrition Examination Survey (NHANES) media event earlier this month. Speakers at the open house event included Dr. Pitts; Board of Supervisors Chairman Don Wagner and Supervisors Vicente Sarmiento, Doug Chaffee and Katrina Foley; Tony Nguyen, M.D., NHANES Chief Medical Officer; and Regina Chinsio-Kwong, M.D., County Health Officer. [KFI AM Los Angeles](#) ran a clip of Dr. Pitts being interviewed at the event.

g. CalOptima Health Welcomes New Executive Director, Medicare Programs

Javier Sanchez has joined CalOptima Health as the new Executive Director, Medicare Programs. He will oversee Medicare programs, including OneCare, PACE and future programs for seniors. Previously, he held executive roles at CalOptima Health from 2008–16, leading our contracted health networks and launching our direct network, now known as CalOptima Health Community Network. Javier went on to serve in executive roles for CHOC Health Alliance, providing strategic and operational direction for the physician/hospital organization, and for Kaiser Foundation Health Plan, leading Medi-Cal contracting efforts across California. Most recently, he was a vice president at Innovative Integrated Health Community Plans and the CEO of a new Medicare Advantage plan he launched in the California Central Valley.

h. CalOptima Health Board Appointments Pending Board of Supervisors Action

Following the resignation of Supervisor Andrew Do from the CalOptima Health Board of Directors, the Orange County Board of Supervisors (BOS) is expected to finalize the appointment of Supervisor Vicente Sarmiento at its meeting on February 28. Since Supervisor Sarmiento already occupies our Board’s alternate seat, he will immediately fill the regular seat regardless of the formal appointment date. At the same meeting, the BOS will also appoint a new alternate, who has not yet been determined. Relatedly, the Orange County Health Care Agency continues its recruitment effort for our designated legal/accounting seat formerly held by Scott Schoeffel, but there is currently no expected timeline for the BOS to appoint a candidate.

i. Security Enhancements Installed at CalOptima Health’s Building

As part of CalOptima Health’s security enhancements at the 505 building, we have installed a new security camera monitoring system and emergency blue light stations throughout the property. There are six stations located in the main parking lot and one station located at the entrance facing The Outlets at Orange.



Fast Facts

March 2023

Mission: To serve member health with excellence and dignity, respecting the value and needs of each person.

Membership Data* (as of January 31, 2023)

Total CalOptima Health Membership 973,571	Program	Members
	Medi-Cal	955,824
	OneCare Connect	26
	OneCare (HMO D-SNP)	17,293
	Program of All-InclusiveCare for the Elderly(PACE)	428

*Based on unaudited financial report and includes prior period adjustment

Operating Budget (for seven months ended January 31, 2023)

	YTD Actual	YTD Budget	Difference
Revenues	\$2,300,826,825	\$2,343,665,979	(\$42,839,155)
Medical Expenses	\$2,137,607,072	\$2,203,561,870	\$65,954,798
Administrative Expenses	\$104,345,874	\$123,561,019	\$19,215,145
Operating Margin	\$58,873,879	\$16,543,090	\$42,330,789
Medical Loss Ratio (MLR)	92.9%	94.0%	(1.1%)
Administrative Loss Ratio (ALR)	4.5%	5.3%	0.7%

Reserve Summary (as of January 31, 2023)

	Amount (in millions)
Board Designated Reserves	\$573.8*
Capital Assets (Net of depreciation)	\$67.4
Resources Committed by the Board	\$448.1
Resources Unallocated/Unassigned	\$409.9*
Total Net Assets	\$1,499.2

*Total of Board designated reserves and unallocated resources can support approximately 100 days of CalOptima Health's current operations.

Total Annual Budgeted Revenue

\$4 Billion

NOTE: CalOptima Health receives its funding from State and Federal revenues only. CalOptima Health does not receive any of its funding from the County of Orange.

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CalOptima Health Fast Facts

March 2023

Personnel Summary (as of February 10, 2023, pay period)

	Filled	Open	Vacancy %
Staff	1,331.4	154.0	10.97%
Manager	103.0	7.0	6.36%
Director	53.0	14.0	20.90%
Executive Director	11.0	1.0	8.33%
Chief	8.0	2.0	20.00%
Total FTE Count	1,506.4	181.0	10.73%

FTE Count based on position control reconciliation and includes both medical and administrative positions.

Provider Network Data (as of January 31, 2023)

	Number of Providers
Primary Care Providers	1,293
Specialists	8,160
Pharmacies	565
Acute and Rehab Hospitals	45
Community Health Centers	34
Long-Term Care Facilities	98

Treatment Authorizations (as of December 31, 2023)

	Mandated	Average Time to Decision
Inpatient Concurrent Urgent	72 hours	14.02 hours
Prior Authorization – Urgent	72 hours	16.13 hours
Prior Authorization – Routine	5 days	1.69 days

Average turnaround time for routine and urgent authorization requests for CalOptima Health Community Network

Member Demographics (as of January 31, 2023)

Member Age		Language Preference		Medi-Cal Aid Category	
0 to 5	9%	English	59%	Temporary Assistance for Needy Families	40%
6 to 18	25%	Spanish	27%	Expansion	37%
19 to 44	34%	Vietnamese	9%	Optional Targeted Low-Income Children	8%
45 to 64	20%	Other	2%	Seniors	9%
65 +	12%	Korean	1%	People With Disabilities	5%
		Farsi	1%	Long-Term Care	<1%
		Chinese	<1%	Other	<1%
		Arabic	<1%		

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