

# MEMBER SERVICES ADVISORY GROUP

## Meeting Agenda

Thursday, November 10, 2022

10:00 – 11:30 a.m.



## Teleconference Meeting

(Pursuant to Assembly Bill 361 signed by Governor Newsom, September 16, 2021)

Important notice regarding COVID-19: In the interest of public health and safety due to the state of emergency caused by the spread of COVID-19, this meeting will be conducted via teleconference. The following alternatives are available to members of the public to view this meeting and to provide comment to the Advisory Group.

1. Members of the public wishing to observe the meeting remotely via online livestreaming may do so as follows:

### Join on your computer or mobile app

[Click here to join the meeting](#)

### Or call in (audio only)

[+1 323-705-3950..239920465#](tel:+13237053950239920465) United States, Los Angeles

Phone Conference ID: 239 920 465#

2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
  - a. Email comments by 5:00 p.m. on Wednesday, November 9, 2022 to [MSAG@ccah-alliance.org](mailto:MSAG@ccah-alliance.org)
    - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
    - ii. Comments will be read during the meeting and are limited to five minutes.
  - b. In person, during the meeting, when that item is announced.
    - i. State your name and organization prior to providing comment.
    - ii. Comments are limited to five minutes.



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# MEMBER SERVICES ADVISORY GROUP

## Meeting Agenda

Thursday, November 10, 2022

10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
  - A. Roll call
  - B. Establish quorum
  - C. Supplements and deletions to the agenda
  
- 2. Oral Communications. 10:05 a.m.**
  - A. Members of the public and may address the Advisory Group on items not listed on today's agenda, up to a maximum of 5 minutes per person, with oral communications time not to exceed 20 minutes in total.
  - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to five minutes per item.
  
- 3. Comments and announcements by Advisory Group members.**
  - A. Advisory Group members may provide comments and announcements.
  
- 4. Comments and Announcements by Plan Staff.**
  - A. Plan staff may provide comments and announcements.

### Consent Agenda Items:

10:10 a.m.

- 5. Approve Member Services Advisory Group minutes of August 12, 2021.**
- 6. Approve Member Services Advisory Group minutes of November 4, 2021.**
- 7. Approve Member Services Advisory Group minutes of May 11, 2022.**
- 8. Approve Member Services Advisory Group minutes of August 11, 2022.**
  
- 9. Accept Plan Staff Reports:**
  - A. Current Enrollment
  - B. Current Call Statistics Report
  - C. Member Appeals and Grievance Report
  - D. Community Engagement Report



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# MEMBER SERVICES ADVISORY GROUP

## Meeting Agenda

Thursday, November 10, 2022

10:00 – 11:30 a.m.



### **Regular Agenda Items:**

**10:15 a.m.**

#### **10. Annual Election of Officers of the Advisory Group**

**10:15 – 10:20 a.m.**

*Action:* Board will nominate and elect Chairperson and Vice Chairperson.

#### **11. Member Support and Engagement Committee**

**10:20 – 10:50 a.m.**

*Inform and Feedback:* Lilia Chagolla, Community Engagement Director, will provide an overview of the Member Support and Engagement Committee and solicit feedback.

#### **12. Proposed Dates for 2023**

**10:50 – 10:55 a.m.**

Thursday, February 9, 2023

Thursday, May 11, 2023

Thursday, August 10, 2023

Thursday, November 9, 2023

#### **13. Adjourn**

### **The next meeting of the Member Services Advisory Group, after this November 10, 2022 meeting:**

- Santa Cruz – Monterey – Merced  
Thursday, February 9, 2023 10 – 11:30 a.m.  
Locations: Videoconference from Alliance Offices in Scotts Valley, Salinas, and Merced

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

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*The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/tag/msag/>. The Committee complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at [MSAG@ccah-alliance.org](mailto:MSAG@ccah-alliance.org) or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus.*



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# MEMBER SERVICES ADVISORY GROUP



## Meeting Minutes

Thursday, November 4, 2021

### Teleconference Meeting (Pursuant to Governor Newsom's Executive Order N-29-20)

#### **Members Present:**

Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Rebekah Capron	Merced HSA
Celeste Armijo	Monterey Department Social Services
Enid Donato	Natividad Medical Center
Tamara McKee	HICAP – Alliance on Aging

#### **Members Absent:**

Alene Smith	Consumer
Alexandra Heidebach	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Elsa Quezada	Commissioner
Ericka Peterson	Merced County Head Start
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Michael Molesky	Commissioner
Myisha Reed	First 5 Merced County
Rex Resa	Consumer
Sylvia Wilson	Monterey County – CalHeers
Vivian Pittman	Consumer

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**Staff Present:**

Deborah Pineda  
Kayla Zoliniak  
Jessie Newton  
Luis Somoza  
Maureen Wolff  
Oscar Sanchez  
Ronita Margain  
Yomayra Gomez

Quality and Health Programs Manager  
Administrative Specialist  
Care Coordination Manager  
Member Services Director  
Communications Content Specialist  
Quality Improvement Project Specialist  
Regional Operations Director  
Member Services Project Specialist

**1. Call to Order by Chairperson Beleutz.**

Chair Beleutz called the meeting to order at 10:05 a.m.

No changes to the agenda were made.

Self-introductions were made.

**2. Oral Communications.**

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

Chari Beleutz announced Health Projects Center is relaunching California Community Transitions Program to assist individuals in Santa Cruz, Monterey, and San Benito counties transition from skilled nursing facilities to home.

**3. Comments and Announcements by Member Services Advisory Group Members.**

Chair Beleutz opened the floor for Advisory Group members and Plan Staff to make comments.

R. Margain announced Van Wong will be the new Alliance Chief Operating Officer.

**Consent Agenda Items:****4. Chair Beleutz opened the floor for approval of the Consent Agenda.**

**Action:** Quorum was not met and no was action taken.

Advisory Group member inquired about a further breakdown of the "Other" category in the Member Appeals and Grievance Report. L. Somoza will look into a further breakdown of the category.

Advisory Group member inquired about Member Appeals and Grievance Report and Call Statistics Report trends and corrective actions taken by the Alliance. L. Somoza will look into this information.

**Regular Agenda Items:****5. VIP COVID-19 Vaccine Member Incentive**

O. Sanchez, Quality Improvement Project Specialist, shared information about the Alliance's COVID-19 vaccine member incentive.

Advisory Group members recommended publishing list of participating providers, mailers to members, and partnering with community-based organizations to disseminate flyers.

**6. Office Reopening**

R. Margain, Regional Operations Director, shared the Alliance offices are scheduled to reopen February 1, 2022. The next Member Services Advisory Group meeting is scheduled to be held in person. Details will be announced when available.

**7. Member Engagement Efforts Discussion**

L. Somoza, Member Services Director and R. Margain, Regional Operations Director, shared the Alliance is returning to in-person member engagement and inquired what member engagement meant to Advisory Group members.

Advisory Group members recommended the Alliance continue attending in-person outreach events and to meet members where they are such as schools, faith-based organizations, and sport events

**8. Proposed Dates for 2022**

The proposed dates for 2022 will be submitted to the Santa Cruz-Monterey-Merced Managed Medical Care Commission for approval.

- Thursday, February 10, 2022
- Thursday, May 12, 2022
- Thursday, August 11, 2022
- Thursday, November 10, 2022

**Adjourn:**

Chair Beleutz adjourned the meeting of November 4, 2021 at 10:47 a.m. to February 10, 2022 at 10 a.m. via videoconference from Alliance Offices in Scotts Valley, Salinas, and Merced unless otherwise noticed.

Respectfully submitted,  
Kayla Zolinski  
Administrative Specialist

# MEMBER SERVICES ADVISORY GROUP



## Meeting Minutes

Thursday, August 12, 2021

### Teleconference Meeting (Pursuant to Governor Newsom's Executive Order N-29-20)

#### **Members Present:**

Alene Smith	Consumer
Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Michael Molesky	Commissioner

#### **Members Absent:**

Alexandra Heidelbach	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Celeste Armijo	Monterey Department Social Services
Debby Perez	Consumer
Doris Drost	Consumer
Elsa Quezada	Commissioner
Enid Donato	Natividad Medical Center
Ericka Peterson	Merced County Head Start
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Myisha Reed	First 5 Merced County
Rebekah Capron	Merced HSA
Rex Resa	Consumer
Shebreh Kalantari-Johnson	Commissioner
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

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**Staff Present:**

Jennifer Mockus  
Kayla Zolinski  
Lee Xiong  
Maureen Wolff  
Ronita Margain  
Sky Collins  
Yomayra Gomez

Community Care Coordination Director  
Administrative Specialist  
Grievance Supervisor  
Communications Content Specialist  
Regional Operations Director  
Web and Digital Media Developer  
Member Services Project Specialist

**1. Call to Order by Chairperson Beleutz.**

Chair Beleutz called the meeting to order at 10:04 a.m.

No changes to the agenda were made.

Self-introductions were made.

**2. Oral Communications.**

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

M. O'Shea inquired about the CommonSpirit contract renewal. R. Margain stated an agreement was reached and Provider Services will follow-up for additional questions.

**3. Comments and Announcements by Member Services Advisory Group Members.**

Chair Beleutz opened the floor for Advisory Group members and Plan Staff to make comments.

M. Molesky proposed mandates for dual eligible members and the SWOT survey presented at the Board meeting as topics for the next Member Services Advisory Group meeting.

R. Margain announced Luis Somoza is the new Alliance Member Services Director.

**Consent Agenda Items:****4. Chair Beleutz opened the floor for approval of the Consent Agenda.**

**Action:** All consent items approved.

**Regular Agenda Items:****5. New Website User Feedback**

Sky Collins, Web and Digital Media Developer, shared the Alliance's new website address,



design, and features.

Advisory Group members expressed the new website address and design are more user friendly than before.

## **6. Enhanced Care Management and In Lieu of Services Overview**

Jennifer Mockus, Community Care Coordination Director, provided an overview of Enhanced Care Management.

- Collaboration with local providers and organizations will begin soon and will expand to include more community-based organizations and hospitals by the end of the year.
- The state provided strict eligibility criteria and the Alliance will identify the members.

Jennifer Mockus provided an overview of In Lieu of Services.

- The initial ILOS services to be implemented will be based on services currently being provided through the Whole Person Care pilot: housing transition and navigation services, housing deposits, and housing tenancy and sustaining services. Sobering centers will be available in Monterey County.
- Medically tailored meals will continue to be available for members.
- The Alliance Board approved a recuperative care pilot which will be available to members, although not as an in lieu of services program.

An Advisory Group member inquired about dental coverage for Medi-Cal/Medi-Care members. J. Mockus stated the State of California recognizes this as an issue and is evaluating potential changes.

### **Adjourn:**

Chair Beleutz adjourned the meeting of August 12, 2021 at 10:56 a.m. to November 4, 2021 at 10 a.m. via teleconference unless otherwise noticed.

Respectfully submitted,  
Kayla Zoloniak  
Administrative Specialist

# MEMBER SERVICES ADVISORY GROUP



## Meeting Minutes

Thursday, May 12, 2022

### **Members Present:**

John Beleutz

Health Projects Center

### **Members Absent:**

Alene Smith

Consumer

Alexandra Heidelbach

Consumer

Ashley Lynne Gregory

Consumer

Candi Walker

Consumer

Debby Perez

Consumer

Doris Drost

Consumer

Ericka Peterson

Merced County Head Start

Humberto Carrillo

Consumer

Leo Demushkane

Consumer

Linda Jenkins

Consumer

Lupe Chavez

Consumer

Margaret O'Shea

Consumer

Martha Rubbo

Consumer

Michael Molesky

Commissioner

Rebekah Capron

Merced HSA

Sylvia Wilson

Monterey County – CalHeers

Tamara McKee

HICAP – Alliance on Aging

Vivian Pittman

Consumer

### **Staff Present:**

Gisela Taboada

Member Services Call Center Manager

Hilary Gillette-Walch, RN

Quality and Population Health Manage

Jessie Newton, RN

Continuum of Health Manager - Adult (RN)

Kayla Zoliniak

Administrative Specialist

Luis Somoza

Member Services Director

Maureen Wolff

Communications Content Specialist

Sarah Sanders

Grievance and Quality Manager

Veronica Martinez

Member Services Operations Supervisor

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**1. Call to Order by Chairperson Beleutz.**

Chair Beleutz called the meeting to order at 10 a.m.

No changes to the agenda were made.

Self-introductions were made.

**2. Oral Communications.**

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

**3. Comments and Announcements by Member Services Advisory Group Members.**

Chair Beleutz opened the floor for Advisory Group members to make comments.

**4. Comments and Announcements by Plan Staff.**

Chair Beleutz opened the floor for Plan Staff to make comments.

H. Gillette-Walch announced the Alliance is preparing the 2022 Population Health Needs Assessment. Preliminary findings will be presented at the August 2022 MSAG meeting. The 2020 and 2021 reports are available on the Alliance website under community resources. The Alliance will be working with a wide range of stakeholders to develop the next report which will be published in 2025.

**Consent Agenda Items:****5. Chair Beleutz opened the floor for approval of the Consent Agenda.**

*Action:* Quorum was not met and no was action taken.

**Regular Agenda Items:****6. Annual Election of Officers of the Advisory Group**

*Action:* Quorum was not met and no was action taken.

**7. Member Support Updates**

Gisela Taboada, Member Services Call Center Manager, provided an overview of and solicited feedback on the types of support provided by Member Services.

Call center staff are sharing benefit information with members who call, regardless of the original purpose of calling the Alliance.

Members receive the call center phone number in their new member packet, on their Alliance ID card, and through materials provided at outreach events.

The Alliance is developing a post-call satisfaction survey. There will be a numerical response

question and a voice memo option. Advisory Group chairperson enquired about how the information will be analyzed and shared. Reports will be developed based on the numerical response question.

Commissioner Edgcomb enquired about the ability to send text messages to members. The Alliance has considered text messaging, however there are limitations including federal laws and detail of information received from the state.

#### **8. Member Grievance Overview**

Sarah Sanders, Grievance and Quality Manager, provided an overview of the member grievance system, trends, and issues.

An estimated 20% of appeals and 80% of grievances are overturned in favor of members.

Commissioner Edgcomb enquired about the actions the Alliance takes to address the high number of grievances overturned in favor of members. Many of the grievances are not substantiated. The Alliance provides education to members as needed, for example, a member may be dissatisfied with Call the Car arriving 15 minutes before the appointment time and the Alliance would educate the member that Call the Car may arrive up to 15 minutes early.

The Alliance provides an estimated 12,000 rides per month and fewer than 1% result in a grievance.

#### **9. Redetermination Tactics**

Luis Somoza, Member Services Director, provided an overview of and solicited feedback on redetermination tactics. The Alliance is exploring potential agreements with the county to implement a text messaging campaign that would be allowed under federal law to inform members of the redetermination process.

#### **Adjourn:**

Chair Beleutz adjourned the meeting of May 12, 2022 at 10:55 a.m. to August 11, 2022 at 10 a.m. via videoconference from all three Alliance offices.

Respectfully submitted,  
Kayla Zolinski  
Administrative Specialist

# MEMBER SERVICES ADVISORY GROUP



## Meeting Minutes

Thursday, August 11, 2022

### **Members Present:**

Alene Smith	Consumer
Candi Walker	Consumer
Ericka Peterson	Merced County Head Start
Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Julie Edgcomb	Commissioner
Michael Molesky	Commissioner
Rebekah Capron	Merced HSA
Yaneth Venegas Virgen	Monterey County Department of Social Services

### **Members Absent:**

Alexandra Heidebach	Consumer
Ashley Lynne Gregory	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Margaret O'Shea	Consumer
Martha Rubbo	Consumer
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

### **Staff Present:**

Gisela Taboada	Member Services Call Center Manager
Hilary Gillette-Walch, RN	Quality and Population Health Manage
Jennifer Mockus, RN	Community Care Coordination Director
Jessica Finney	Grant Program Manager
Jessie Newton, RN	Continuum of Health Manager - Adult
Kathleen McCarthy	Strategic Development Director
Kayla Zoliniak	Administrative Specialist
Luis Somoza	Member Services Director

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Mao Moua  
Maureen Wolff  
Ronita Margain  
Yomayra Gomez

Quality and Health Programs Supervisor  
Communications Content Specialist  
Community Engagement Director  
Member Services Project Specialist

**Public Representatives Present:**

Enid Donato

Public Representative

**1. Call to Order by Chairperson Beleutz.**

Chair Beleutz called the meeting to order at 10:10 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

Self-introductions were made.

**2. Oral Communications.**

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

Commissioner Edgcomb reported hearing about challenges accessing specialty and primary care in Santa Cruz County.

**3. Comments and Announcements by Member Services Advisory Group Members.**

Chair Beleutz opened the floor for Advisory Group members to make comments.

Commissioner Molesky announced PEP will be holding an event on August 23<sup>rd</sup> from 3 - 5 p.m. at 21340 East Cliff Drive, Santa Cruz, CA to provide power and manual wheelchair tune-ups and minor repairs, skin assessments, and a scale for people in a wheelchair to weigh themselves. Please call 831-457-7099 for more information.

**4. Comments and Announcements by Plan Staff.**

Chair Beleutz opened the floor for Plan Staff to make comments.

**Consent Agenda Items:****5. Chair Beleutz opened the floor for approval of the Consent Agenda.**

*Action:* Quorum was not met and no was action taken.

**Regular Agenda Items:****6. Annual Election of Officers of the Advisory Group**

*Action:* Quorum was not met and no was action taken.

**7. Medi-Cal Capacity Grant Program**

- 8.** Jessica Finney, Grant Program Manager, provided an overview of the Medi-Cal Capacity Grant Program's new funding goals and priorities. The new focus areas are access to care, healthy beginnings, and healthy communities.

MSAG member shared they heard of a shortage of psychiatrists and therapists in California and enquired if the program will assist. The Medi-Cal Capacity Grant Program will address

provider network, provider capacity, and access to care.

MSAG member enquired if the funding will be sustained, and if so, how long funding would be sustained for grants. The Medi-Cal Capacity Grant Program is looking to be sustained through Board allocation with one-time grants with consideration for long-term programs.

#### **9. Population Needs Assessment Findings**

Hilary Gillette-Walch, Quality and Population Health Manager, and Mao Moua, Quality and Health Programs Supervisor, provided an overview of the 2022 Population Needs Assessment (PNA) Findings.

The survey will be conducted every three years with the next survey being in 2025.

The Alliance population has shifted to be a higher percentage of adults than children.

The data is from 2020 and shows the increase of COVID-19 and the decrease in preventative care.

Departments across the Alliance are making efforts to improve the child and adolescent (3-21 years) well-care visit rates.

New Alliance members receive a call to share information about benefits and services. The new member call answer rate is 30%. Members also receive information in the mail and when they call member services.

MSAG member enquired about the trend data for births to adolescent mothers, 15-19 year old and expressed interest in learning more about the education around family planning, the services to prevent or delay pregnancy. The Alliance can connect with providers to ensure the providers have the tools to engage in family planning conversations with patients.

MSAG member enquired about access to abortion in California. At this time, there are no changes to Medi-Cal benefits.

#### **Adjourn:**

Chair Beleutz adjourned the meeting of August 11, 2022 at 11:23 a.m. to Thursday, November 10, 2022 at 10 a.m.

Respectfully submitted,  
Kayla Zoloniak  
Administrative Specialist



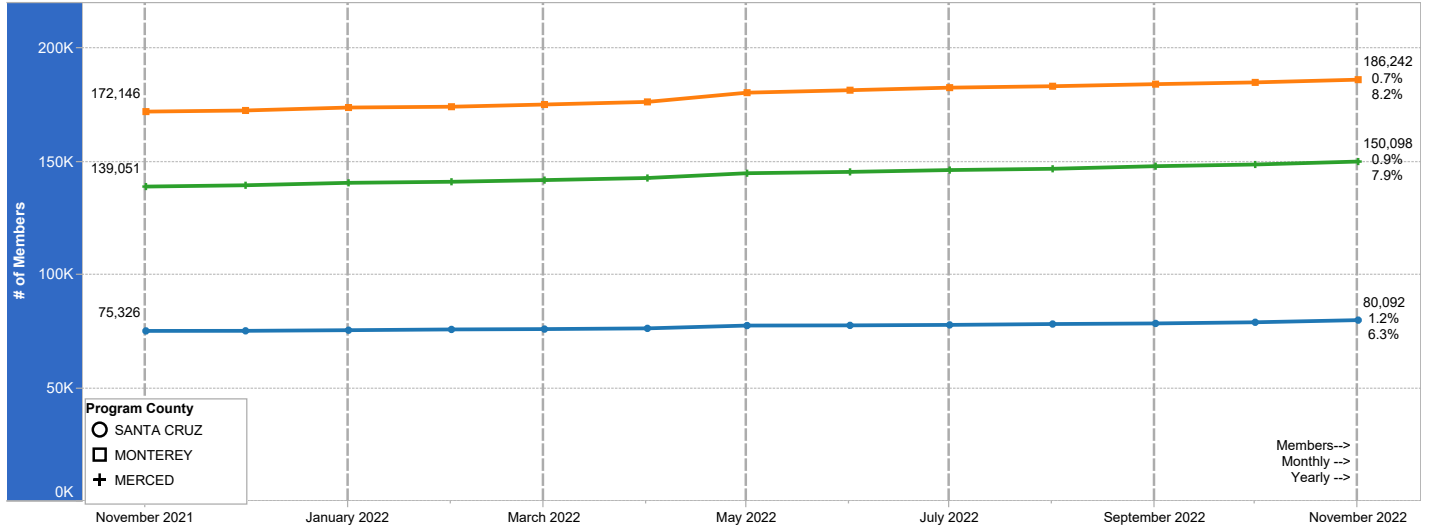
# Enrollment Report

Year: 2022 County: All Program: AIM, IHSS, Medi-Cal  
 Aid Cat Roll Up: All Data Refresh Date: 11/1/2022



StaticDate  
 11/1/2021 12:00:00 AM to 11/30/2022 11:59:59 PM

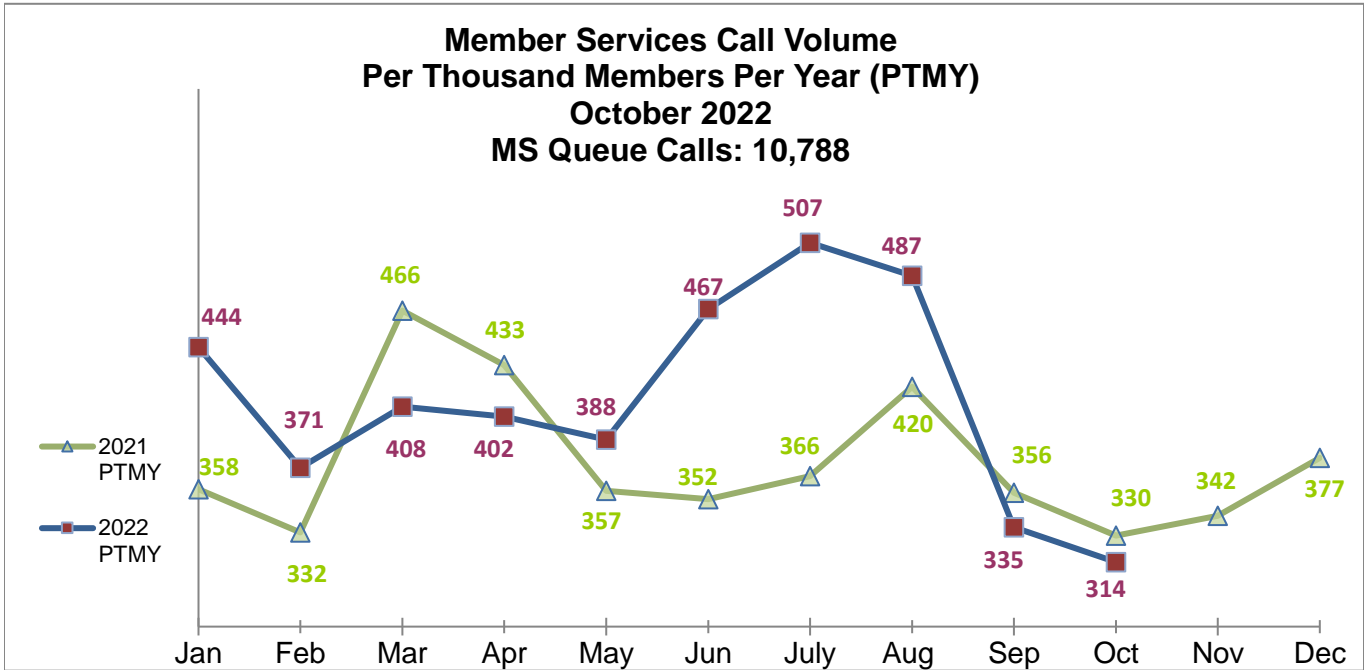
Membership Totals by County and Program, % Change Month-over-Month and % Change Year-over-Year



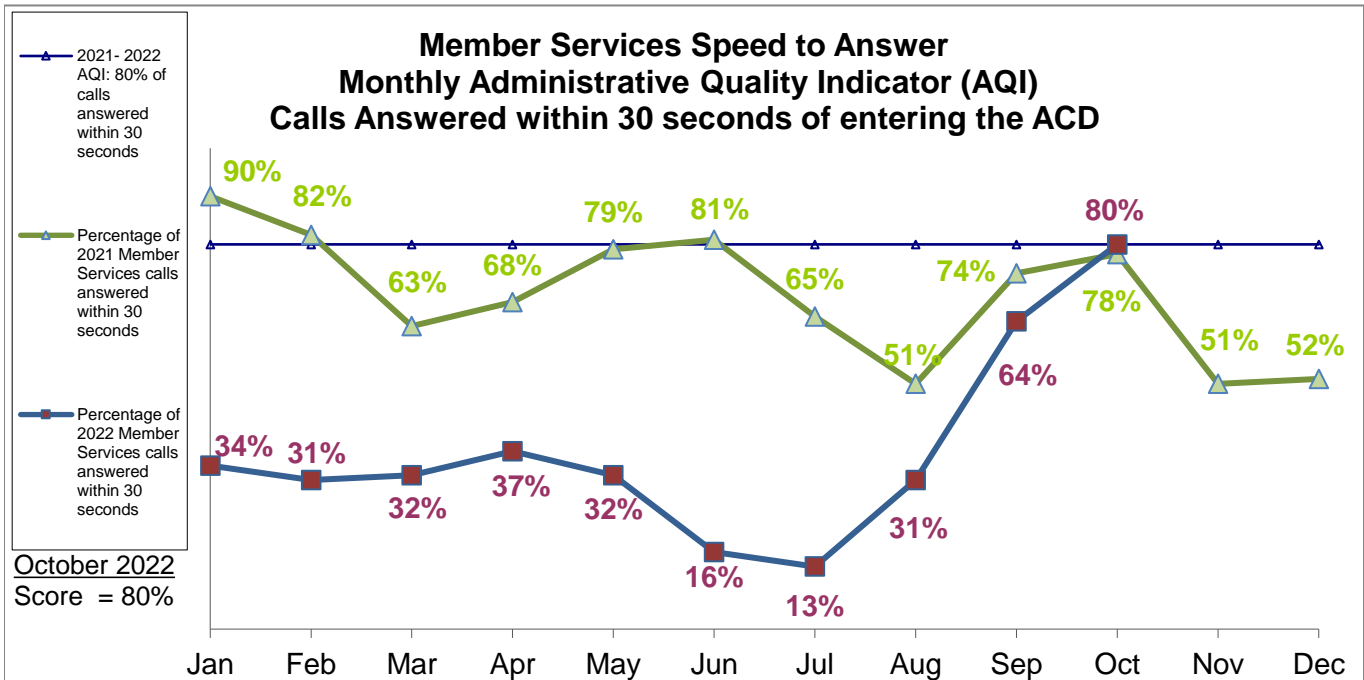
Program..	ProgramCo..	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022
Medi-Cal	SANTA CRUZ	75,326	75,369	75,649	75,982	76,137	76,454	77,698	77,776	77,987	78,368	78,633	79,143	80,092
	MONTEREY	171,631	172,123	173,433	173,789	174,682	175,805	179,854	180,934	182,066	182,688	183,608	184,383	185,586
	MERCED	139,051	139,627	140,706	141,174	141,908	142,835	144,945	145,533	146,338	146,902	148,050	148,794	150,098
IHSS	MONTEREY	515	517	511	511	589	624	650	657	654	660	658	654	656
<b>Total Members</b>		<b>386,523</b>	<b>387,636</b>	<b>390,299</b>	<b>391,456</b>	<b>393,316</b>	<b>395,718</b>	<b>403,147</b>	<b>404,900</b>	<b>407,045</b>	<b>408,618</b>	<b>410,949</b>	<b>412,974</b>	<b>416,432</b>



# Central California Alliance for Health Member Services Telephone Statistics - 2022/2021



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	10,921	10,206	14,388	13,459	11,188	11,052	11,546	13,318	11,348	10,547	10,995	12,151
Rate PTMY	358	332	466	433	357	352	366	420	356	330	342	377
Call Volume	14,408	12,066	13,326	13,246	13,029	15,738	17,169	16,713	11,461	10,788		
Rate PTMY	444	371	408	402	388	467	507	487	335	314		



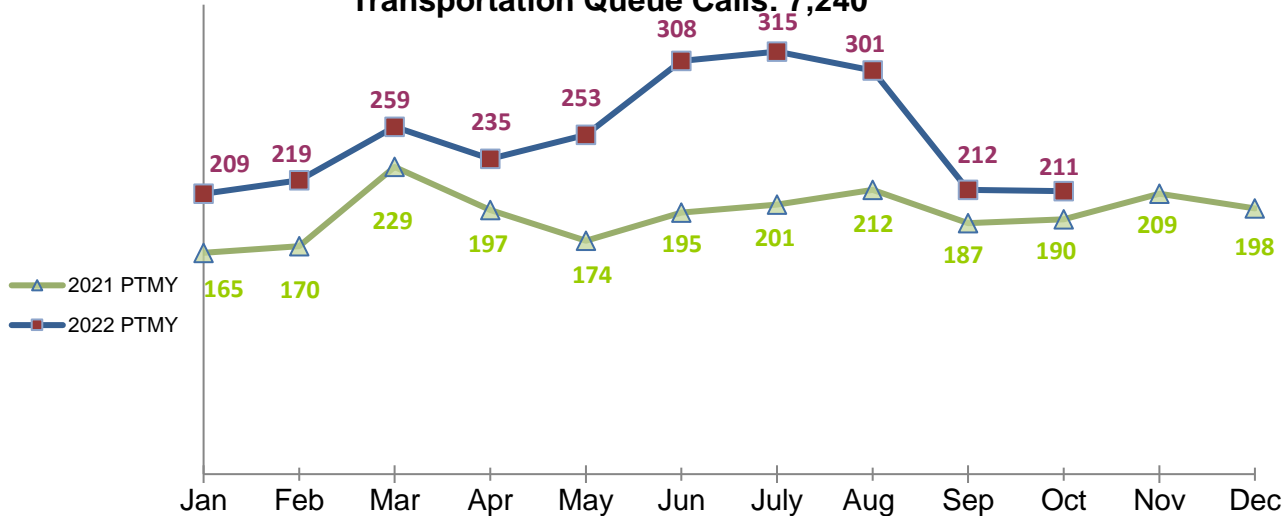
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AQI	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Actual 2021	90%	82%	63%	68%	79%	81%	65%	51%	74%	78%	51%	52%
Actual 2022	34%	31%	32%	37%	32%	16%	13%	31%	64%	80%		



# Central California Alliance for Health Member Services Telephone Statistics - 2022/2021

### Transportation Call Volume Per Thousand Members Per Year (PTMY) October 2022

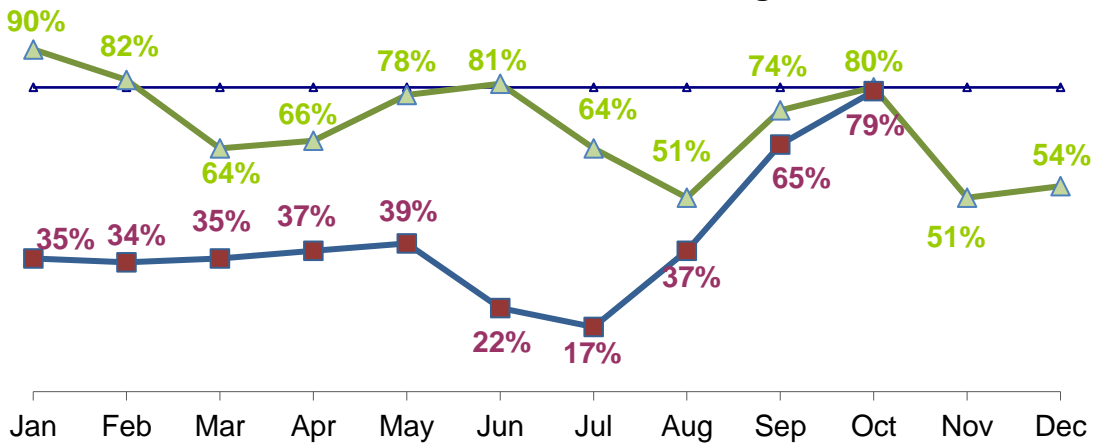
**Transportation Queue Calls: 7,240**



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	5,029	5,222	7,060	6,117	5,446	6,132	6,335	6,714	5,944	6,095	6,749	6,378
Rate PTMY	165	170	229	197	174	195	201	212	187	190	209	198
Call Volume	6,779	7,152	8,471	7,728	8,483	10,386	10,659	10,335	7,253	7,240		
Rate PTMY	209	219	259	235	253	308	315	301	212	211		

### Member Services Speed to Answer Monthly Administrative Quality Indicator (AQI) Calls Answered within 30 seconds of entering the ACD

- 2021- 2022 AQI: 80% of calls answered within 30 seconds
- ▲ Percentage of 2021 Member Services calls answered within 30 seconds
- Percentage of 2022 Member Services calls answered within 30 seconds



**October 2022**  
Score = 79%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AQI	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Actual 2021	90%	82%	64%	66%	78%	81%	64%	51%	74%	80%	51%	54%
Actual 2022	35%	34%	35%	37%	39%	22%	17%	37%	65%	79%		



**Q2 2022 Appeals and Grievances: 951\*** including Beacon

**Appeals:** 6% [77% in favor of Plan; 23% in favor of Member]

**Exempt:** 13%

**Grievances:** 75%

**Other:** 6% [Inquiries, Duplicates, Withdrawn]

**Category Figures**

Transportation: 41%

Quality of Care: 20%

Billing: 6%

Provider/Staff Attitude: 2%

Provider Availability: 7%

Authorization: 6%

Other: 18%

**Analysis and Trends**

- ❖ A high percentage of grievances involved transportation issues for late, missed rides and quality of service issues.
- ❖ Access issues regarding provider availability

**Highest Grievances Filed by County**

1. Monterey: 41%
2. Merced: 36%
3. Santa Cruz: 23%

**Behavioral Health Beacon Grievances:**

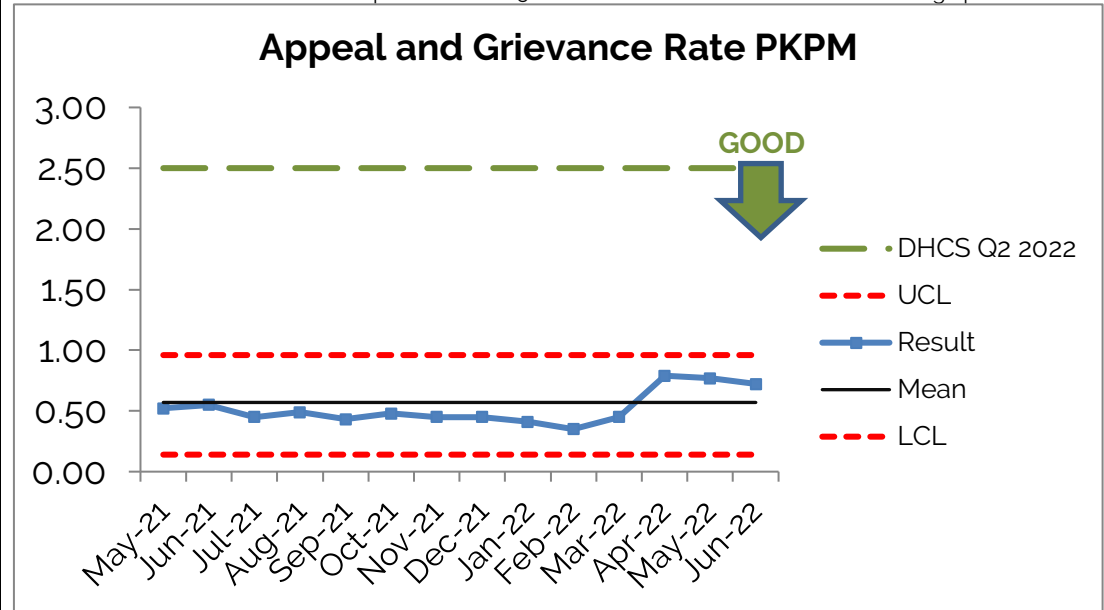
- ❖ Member Grievances: 39
- ❖ Monterey: 21
- ❖ Santa Cruz: 14
- ❖ Merced: 4

**IHSS Summary:**

- ❖ Member Grievances: 3

- In Control
- Not in Control

A lower rate demonstrates a good or positive result when compared to Upper Control Limits (UCL) and Lower Control Limits (LCL). Control limits represent three (3) standard deviations from mean or average performance.



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
<b>2021 Enrollment</b>	367,138	369,438	371,533	<b>373,656</b>	<b>376,321</b>	<b>377,793</b>	379,441	380,961	383,084	384,861	386,057	387,114
A&G Issues	145	170	269	<b>222</b>	<b>195</b>	<b>206</b>	173	197	167	184	172	173
Rate PKPM*	0.39	0.46	0.72	<b>0.59</b>	<b>0.52</b>	<b>0.55</b>	0.46	0.52	0.44	0.48	0.45	0.44
<b>2022 Enrollment</b>	389,737	390,850	392,649	<b>395,046</b>	<b>402,447</b>	<b>404,180</b>						
A&G Issues	161	137	198	<b>314</b>	<b>309</b>	<b>289</b>						
Rate PKPM*	0.41	0.35	0.51	<b>0.79</b>	<b>0.77</b>	<b>0.72</b>						

\*Grievances Per 1,000 Member Month



## Your Health Matters

Your Health Matters (YHM) is the outreach program of Central California Alliance for Health (the Alliance). This volunteer program is made up of Alliance employees who are interested in making a difference in the lives of our members and the communities we serve.

This program informs and educates our members, communities and the public about Alliance services. We also share resources based on member needs and accessibility.

Some of the things we do include:

- Providing resources and handouts at community events.
- Sharing health guidelines and information from the state, county and local agencies directly to members. This includes COVID-19-related information.
- Making calls to members during emergencies and natural disasters to ensure their safety and awareness of available resources.

Members and potential members: Contact us for a list of places that we are scheduled to attend.

Community Partners: If there is a community event where you think our outreach program's presence would be helpful, contact us!

### **How to contact us:**

Email [ListOutreachGatekeeper@cchah-alliance.org](mailto:ListOutreachGatekeeper@cchah-alliance.org) and a YHM staff member will respond to you within two business days.

1600 Green Hills Road, Ste. 101  
Scotts Valley, CA 95066-4981  
831-430-5500

950 East Blanco Road, Ste. 101  
Salinas, CA 93901-4487  
831-755-6000

530 West 16th Street, Ste. B  
Merced, CA 95340-4710  
209-381-5300

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## Recent Community Events

	July – September 2022
<b>Merced County</b>	13 events
<b>Monterey County</b>	10 events
<b>Santa Cruz County</b>	6 events
<b>Total</b>	<b>29 events</b>

Here are a few of the events we attended:

### Merced County

- UC Merced Orientation
- Children's Summit Demystifying Childhood Mental Health

### Monterey County

- Breastfeeding Awareness Walk & Resource Fair
- Overdose Awareness Symposium and Resource Fair

### Santa Cruz County

- 2022 Community Health Trust Health Fair
- El Mercado Farmers Market

1600 Green Hills Road, Ste. 101  
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## Upcoming Community Events

Planned as of October 24, 2022

	October – December 2022
<b>Merced County</b>	5 events
<b>Monterey County</b>	2 events
<b>Santa Cruz County</b>	10 events
<b>Total</b>	<b>17 events</b>

Here are a few of the events we will be attending:

### Merced County

#### **Mercado Night Market**

- When: November 3, 6 – 9 p.m.
- Where: Downtown Merced on Main Street from M St. to K St. & Canal Street from 18<sup>th</sup> St. to Bob Hart Square  
A festive evening event with music, live performances, an open air art gallery, a classic car exhibition, entrepreneur vendors, and community organizations on the scene!

### Monterey County

#### **The Alliance's Vaccine Clinic for COVID-19 and Flu**

- When: November 3, 3-6 p.m.
- Where: The Alliance's Salinas office, 950 E. Blanco Rd., Salinas, CA 93901  
The Alliance is offering a no-cost clinic for people ages 2 and older to get vaccines for COVID-19 and the flu. Anyone in the community can come!

#### **The Alliance's Vaccine Clinic for COVID-19 and Flu**

- When: December 1, 3-6 p.m.
- Where: The Alliance's Salinas office, 950 E. Blanco Rd., Salinas, CA 93901  
The Alliance is offering a no-cost clinic for people ages 2 and older to get vaccines for COVID-19 and the flu. Anyone in the community can come!

1600 Green Hills Road, Ste. 101  
Scotts Valley, CA 95066-4981  
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## OBJECTIVES

- Transforming Member Engagement
- Review Current Alliance Member Engagement Activities
- Share Alliance New Approach for Consistently Incorporating Member Voice
- Discuss Opportunities & Challenges to Support Culturally Sensitive & Linguistically Appropriate Member Engagement



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# ALLIANCE STRATEGIC PLAN 2022-2026



## HEALTH EQUITY

### STRATEGIC GOAL

Eliminate health disparities and achieve optimal health outcomes for children and youth.

2022: Understand opportunities to resolve root cause disparities in pediatric health.



## HEALTH EQUITY

### STRATEGIC GOAL

Increase member access to culturally and linguistically appropriate health care.

2022: Enhance member engagement to gain insights to improve programs, policies and practices.



## PERSON CENTERED DELIVERY SYSTEM TRANSFORMATION

### STRATEGIC GOAL

Improve behavioral health services and systems to be person-centered and equitable.

Understand gaps and opportunities to improve the behavioral health system.



## PERSON CENTERED DELIVERY SYSTEM TRANSFORMATION

### STRATEGIC GOAL

Improve the system of care for members with complex medical and social needs.

Improve the model of care for members for Phase 1 POF.



## BENEFITS OF MEMBER ENGAGEMENT

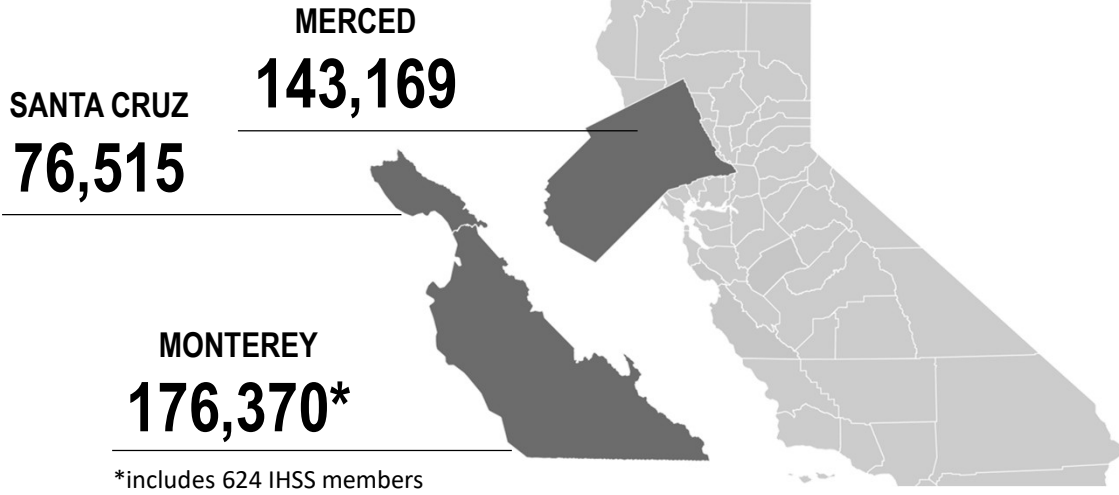
- Increased Member Satisfaction
- Higher Level of Health Literacy
- Improved Access to Care
- Improved Health Outcomes

**Healthy People. Healthy Communities**



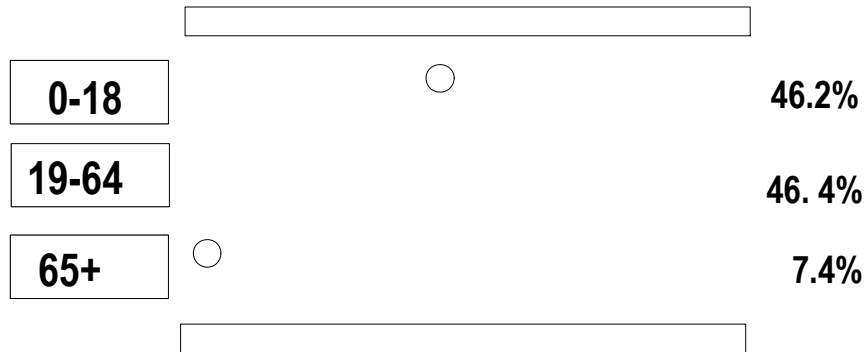
# Who Are Our Members?

## Total Enrollment by County



# Who Are Our Members?

## Age Group: Percent of Total

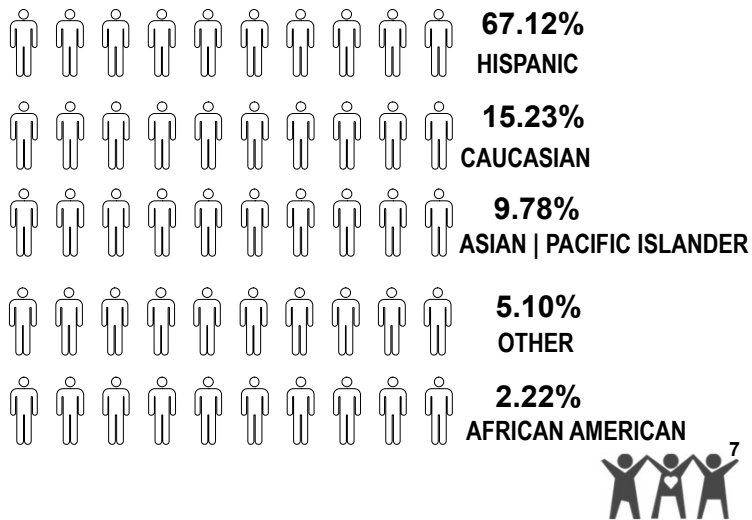


# Who Are Our Members?

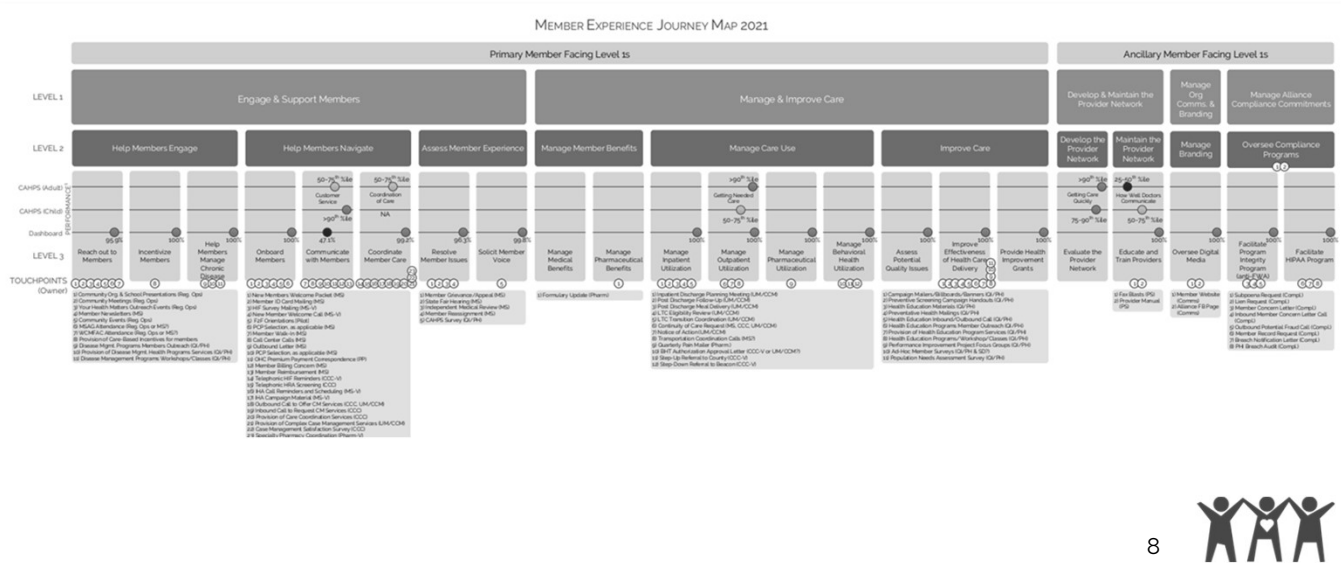
## Language: Percent of Total

54.7%	English
43.0%	Spanish
0.6%	Hmong
1.7%	Other

## Ethnicity: Percent of Total



# Member Touchpoint Map



## Member Engagement Tools



- CAHPS - Consumer Assessment of Health care Providers and Systems
- PNA - The Health Education and Cultural and Linguistic Population Needs Assessment

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## Member Engagement Forums



- Member Services Advisory Group (MSAG)
- Whole Child Model Family Advisory Committee (WCMFAC)

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## Member Engagement Programs

### ALLIANCE STAFF OUTREACH

- At risk Member Engagement Campaigns: (COVID-19 emergency, wildfires, Rx carve out)
- Healthier Living Program (HLP) Workshop
- Member onboarding via vendor calls
- 131,000+ members reached

### YOUR HEALTH MATTERS OUTREACH PROGRAM (YHM)

PERIOD	OUTREACH EVENTS	MEMBERS ENGAGED
2018	43	5,500
2019	111	19,000
2020 - Present	22	4,000

2021 - COVID-19 calls to over 15,000 members  
2022 - COVID-19 pop up clinics - 45 events

### COMMUNITY ENGAGEMENT

- Staff attend community collaboratives . 45+ collaboratives attended

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## Member Feedback



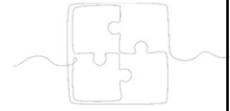
- Members appreciate learning about benefits and services
- Members enjoy seeing Alliance staff at outreach events
- Members appreciate the calls during the pandemic, they allowed them to connect with a person and receive valuable information and resources
- During the group workshops members felt a sense of belonging and know they are not alone to deal with their condition

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## Our Approach



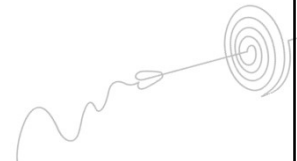
- **Outreach to Targeted Members:**
  - Personalized engagement strategy to increase the impact on the member's health outcome for high-risk, rising risk members
- **High-Impact Activities:**
  - Focused activities to drive action at an individual level to close health care and health education gaps
- **Appropriate Communication Channels:**
  - Adopting the right communication channel for the member to ensure relevant healthcare information is received and acted upon

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## 2023 Member Engagement Focus



- Leverage & Expand Member Touchpoint Map
- Elevate the Member Voice through Member Forums & Focus Groups
- Incorporate CAHPS Scores to Help Drive Action
- Evaluate Technology to Communicate with Members
- Reduce Language Barriers to Increase Member Engagement

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## Key Takeaways

- Commitment to incorporate member voice to inform programs, practices & policies
- Target engagement leveraging the right communication channel
- Establish a 5-year roadmap with people, process & technology in mind

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# Questions?

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Dear Interested Alliance or Community Member,

Thank you for your interest in serving on the Member Services Advisory Group for Central California Alliance for Health (the Alliance).

The Member Services Advisory Group acts in an advisory capacity to the Santa Cruz-Monterey-Merced Managed Medical Care Commission (the governing body of the Alliance) on member issues and concerns. Individuals who apply must be interested in representing the needs and concerns of all Alliance members. Advisory Group meetings are held via videoconference in the local Alliance office of each county (see addresses below).

Santa Cruz County	Monterey County	Merced County
1600 Green Hills Road Suite 101 Scotts Valley, CA 95066-4981 831-430-5500	950 E. Blanco Road Suite 101 Salinas, CA 93901-3400 831-755-6000	530 West 16 <sup>th</sup> Street Suite B Merced, CA 95340-4710 209-381-5300

If you are interested, please fill out the attached application and return it to:  
Kayla Zoloniak - Central California Alliance for Health  
530 West 16<sup>th</sup> Street, Suite B  
Merced CA, 95340  
MSAG@ccah-alliance.org  
Fax: 209-381-5306

If you would like more information about the Advisory Group, please email MSAG@ccah-alliance.org or call the Alliance at 800-700-3874.

Thank you for your interest in the Member Services Advisory Group.

Sincerely,  
Ronita Margain, Community Engagement Director

1600 Green Hills Road, Ste. 101  
Scotts Valley, CA 95066-4981  
831-430-5500

950 East Blanco Road, Ste. 101  
Salinas, CA 93901-4487  
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209-381-5300

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## Member Services Advisory Group Application

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Name: \_\_\_\_\_

Address: \_\_\_\_\_

No. Street Apt. #

City State Zip

Telephone: ( ) \_\_\_\_\_

E-mail: \_\_\_\_\_

Please use the space below to let us know why you are interested in joining the Member Services Advisory Group.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Please use the back of this page if you need more writing space.)

Yes, I would like to become a Member Services Advisory Group member and will attend meetings and participate in subcommittees as needed.

Signature: \_\_\_\_\_

**Please return this application by mail, fax or email.**

Kayla Zoloniak – Central California Alliance for Health  
530 West 16<sup>th</sup> Street, Suite B  
Merced, CA 95340  
MSAG@ccah-alliance.org  
Fax: 209-381-5306

1600 Green Hills Road, Suite 101  
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530 West 16th Street, Suite B  
Merced, CA 95340-4710  
209-381-5300



Estimado miembro de la Alianza:

Gracias por su interés en servir en el Grupo Asesor de Servicios a los Miembros (MSAG, por sus siglas en inglés) para Central California Alliance for Health (la Alianza) en los tres condados (condados de Santa Cruz, Monterey y Merced).

La meta del MSAG es asesorar a la Comisión de Atención Médica Administrada de Santa Cruz-Monterey-Merced (Consejo Asesor de la Alianza). El MSAG se conforma de personas que representan las necesidades e inquietudes de todos los miembros de la Alianza. Las personas que se postulan deben estar interesadas en representar las necesidades e inquietudes de todos los miembros de la Alianza y de sus familias.

Las reuniones del MSAG se llevan a cabo en la oficina local de la Alianza de cada condado (consulte las direcciones a continuación) y se reunirán a través de una videoconferencia. Las reuniones durarán noventa (90) minutos. Los miembros serán elegidos por el Consejo Asesor de la Alianza,

Condado de Santa Cruz	Condado de Monterey	Condado de Merced
1600 Green Hills Road Suite 101 Scotts Valley, CA 95066-4981 831-430-5500	950 E. Blanco Road Suite 101 Salinas, CA 93901-3400 831-755-6000	530 West 16 <sup>th</sup> Street Suite B Merced, CA 95340-4710 209-381-5300

Si está interesado, por favor complete la solicitud incluida y envíela por correo en el sobre pre-pagado incluido a:

Kayla Zoloniak - Central California Alliance for Health  
530 West 16<sup>th</sup> Street, Suite B  
Merced CA, 95340  
MSAG@ccah-alliance.org.  
Fax: 209-381-5306

Si desea obtener más información sobre el Grupo Asesor, por favor envíe un correo electrónico a MSAG@ccah-alliance.org o llame a la Alianza al 800-700-3874.

Gracias por su interés en el Grupo Asesor de Servicios para los Miembros.

Atentamente,  
Ronita Margain, Director de Participación Comunitaria

1600 Green Hills Road, Suite 101  
Scotts Valley, CA 95066-4981  
831-430-5500

950 East Blanco Road, Suite 101  
Salinas, CA 93901-4487  
831-755-6000

530 West 16th Street, Suite B  
Merced, CA 95340-4710  
209-381-5300



### Aplicación de Grupo Asesor de Servicios a los Miembros

Fecha:      /      /  
\_\_\_\_\_

Nombre: \_\_\_\_\_

Dirección: \_\_\_\_\_

No.                                          Calle                                          Apt. #

Ciudad                                          Estado                                          Código Postal

Teléfono: (      ) \_\_\_\_\_

E-mail: \_\_\_\_\_

Por favor de usar el espacio abajo para dejarnos saber porque usted esta interesado(a) en ser miembro(a) del Servicios al Miembros Comité Consultivo:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Por favor de usar detrás de esta página si necesita mas espacio par escribir.)

Sí, yo quisiera ser miembro activo del Servicios al Miembros Comité Consultivo y voy a atender las juntas y participar en el subcomité cuando es necesario.

Signatura: \_\_\_\_\_

**Por favor de regresar esta aplicación por correo, fax o email.**

Kayla Zoliniak – Central California Alliance for Health  
530 West 16<sup>th</sup> Street, Suite B  
Merced, CA 95340  
MSAG@cchah-alliance.org  
Fax: 209-381-5306

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831-755-6000

530 West 16th Street, Suite B  
Merced, CA 95340-4710  
209-381-5300



Nyob Zoo Alliance Tus Tswvcuab lossis Tus Neeg Nyob Hauv Zej Zog uas xav tuaj koom,

Ua tsaug rau koj qhov kev xav tuaj koom rau Peb-Lub Cheeb Nroog (cov cheeb nroog Santa Cruz, Monterey thiab Merced) Pab Neeg Tawm Tswvyim Los Pab Tswvcuab (Member Services Advisory Group) rau lub Central California Alliance for Health (lub Alliance).

Pab Neeg Tawm Tswvyim Los Pab Tswvcuab muab tswvyim rau lub Santa Cruz-Monterey-Merced Managed Medical Care Commission (pab pawg neeg uas kav lub Alliance) txog cov teeb meem thiab kev txhawj xeeb ntawm cov tswvcuab. Cov tib neeg uas xav tuaj koom yuav tsum txaus siab yuav los sawv cev hais cov teeb meem thiab kev txhawj xeeb ntawm txhua tus tswvcuab hauv lub Alliance. Pab Neeg Tawm Tswvyim Los Pab Tswvcuab cov rooj sib tham yuav siv video conference (kev sib tham nyob rau hauv T.V.) uas muaj nyob rau txhua txhua lub Alliance lub cheeb nroog cov chav ua haujlwm.

Lub Cheeb Nroog Santa Cruz	Lub Cheeb Nroog Monterey	Lub Cheeb Merced
1600 Green Hills Road Suite 101 Scotts Valley, CA 95066-4981 831-430-5500	950 E. Blanco Road Suite 101 Salinas, CA 93901-3400 831-755-6000	530 West 16 <sup>th</sup> Street Suite B Merced, CA 95340-4710 209-381-5300

Yog koj xav tuaj koom, thov ua tiav daim ntawv thov nkag thiab muab xa rov tuaj rau:  
Kayla Zoliniak - Central California Alliance for Health  
530 West 16<sup>th</sup> Street, Suite B  
Merced CA, 95340  
MSAG@ccah-alliance.org  
Fax: 209-381-5306

Yog tias koj xav paub ntau ntiv txog Pab Pawg Tawm Tswv Yim, thov xa email rau MSAG@ccah-alliance.org los sis hu rau lub Alliance ntawm 800-700-3874.

Ua tsaug rau koj qhov kev xav tuaj koom Pab Neeg Tawm Tswvyim Los Pab Tswvcuab.

Hmov tshua txog,  
Ronita Margain, Tus Thawj Coj Kws Saib Xyuas Kev Koom Tes Nrog Zej Zog

1600 Green Hills Road, Suite 101  
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Merced, CA 95340-4710  
209-381-5300



**Daim Ntawv Thov Pab Pawg Pab Tswv Yim Rau Cov Kev Pab Cuam Tswv Cuab**

Hnub Tim:         /         /

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Npe: \_\_\_\_\_

Chaw Nyob: \_\_\_\_\_

Lej	Kev	Apt. #
Nroog	Xeev	Zip

Xov Tooj:       (       )

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E-mail: \_\_\_\_\_

Thov siv cov kab hauv qab no los sau qhia rau peb tias yog vim licas koj xav tuaj koom Pab Neeg Tawm Tswvyim Los Pab Tswvcuab:

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(Thov siv nplooj sab tom qab no yog koj xav sau ntxiv.)

Xav, kuv xav los koom ua ib tus neeg sawv cev rau hauv Pab Neeg Tawm Tswvyim Los Pab Tswvcuab thiab yuav tuaj koom cov rooj sib tham thiab mus koom lwm pab pawg cov rooj sib tham raws li yuav tsum tau mus.

Kos npe: \_\_\_\_\_

**Thov xa daim ntawv thov no rov qab los ntawm kev xa ntawv, fev los sis xa email.**

Kayla Zoliniak – Central California Alliance for Health  
530 West 16<sup>th</sup> Street, Suite B  
Merced, CA 95340  
MSAG@ccah-alliance.org  
Fax: 209-381-5306