

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 9, 2023

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, mobile app or room device [Click here to join the meeting](#)

Meeting ID: 249 087 315 912 Passcode: tyS6r2

Or call in (audio only) [+1 323-705-3950,,486101315#](#)

Phone Conference ID: 486 101 315#

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, February 8, 2023 to 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.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 9, 2023

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.
 - MSAG Membership Renewal, Ronita Margain

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. Approve Member Services Advisory Group minutes of November 10, 2022.**

- 10. Accept Plan Staff Reports:**
 - A. Current Enrollment
 - B. Current Call Statistics Report
 - C. Member Appeals and Grievance Report
 - D. Community Engagement Report



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 9, 2023

10:00 – 11:30 a.m.



Regular Agenda Items:

10:15 a.m.

11. Annual Election of Officers of the Advisory Group

10:15 – 10:20 a.m.

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

12. 2023 Pediatric Equity Roadmap

10:20 – 10:50 a.m.

Inform and Feedback: Michelle Stott, Quality Improvement and Population Health Director, will provide an overview of the 2023 Pediatric Equity Roadmap and solicit feedback.

13. Member Services Call Center Satisfaction Survey

10:50 – 11:20 a.m.

Inform: Gisela Taboada, Member Services Call Center Manager, will provide the results of the Member Services post-call satisfaction survey announced at the May 2022 MSAG meeting.

14. Adjourn

The next meeting of the Member Services Advisory Group, after this February 9, 2023 meeting:

- Santa Cruz – Monterey – Merced
Thursday, May 11, 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.

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 or 800-700-3874. Committee meeting locations in Salinas and Merced are directly accessible by bus.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

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 23rd 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

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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

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 Zoliniak
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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

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 Zoloniak
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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

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 23rd 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

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 10, 2022

Members Present:

John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Melissa Raya	Natividad Medical Center
Michael Molesky	Commissioner
Rebekah Capron	Merced HSA
Rob Smith	Commissioner
Yaneth Venegas Virgen	Monterey County Department of Social Services

Members Absent:

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
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
Jennifer Mockus, RN	Community Care Coordination Director
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoliniak	Administrative Specialist
Lilia Chagolla	Community Engagement Director
Luis Somoza	Member Services Director
Stacie Simmons	Community Engagement Program Manager

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Call to Order by Chairperson Beleutz.

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

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

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

2. Comments and Announcements by Member Services Advisory Group Members.

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

3. Comments and Announcements by Plan Staff.

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

Lilia Chagolla, Community Engagement Director, announced the Alliance is offering a no-cost clinic for people ages 2 and older to get vaccines for COVID-19 and the flu at the Salinas office on December 1, 2022.

Jennifer Mockus, Community Care Coordination Director, announced Enhanced Care Management (ECM) and Community Supports (CS) services will be expanding in January 2023. ECM eligibility will be expanded to members at risk for institutionalization and eligible for long term care and nursing facility residents transitioning to the community. CS services will be expanded to include Environmental Accessibility Adaptations (Home Modifications). The Alliance is building a provider network of community-based organizations with experience serving the populations of focus for ECM. Commissioner Molesky provided Family Resource Center in Santa Cruz as a potential partner for home modification.

Gisela Taboada, Member Services Call Center Manager, shared that the Alliance offices in Merced, Monterey and Santa Cruz counties are open to help members who want to speak to an Alliance representative in person. No appointment is necessary.

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

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

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no action taken.

6. Member Support and Engagement Committee

Lilia Chagolla, Community Engagement Director, provided an overview of the Alliance's Member Support and Engagement Committee (MSEC).

MSEC aims to transform member engagement to increase member satisfaction, increase level of health literacy, improve access to care, and improve health outcomes.

The Alliance is committed to incorporating member voice to inform programs, practices, and policies.

MSAG member announced the IHSS Advisory Commission has an open seat and enquired about an Alliance staff member being available to participate in the commission.

MSAG member enquired about the Alliance contact for a potential partnership with Dignity's PEP Program in Santa Cruz. Gisela Taboada, Member Services Call Center Manager, will facilitate follow up with the MSAG member.

Adjourn:

Chairperson Beleutz adjourned the meeting of November 10, 2022 at 10:45 a.m. to Thursday, February 9, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

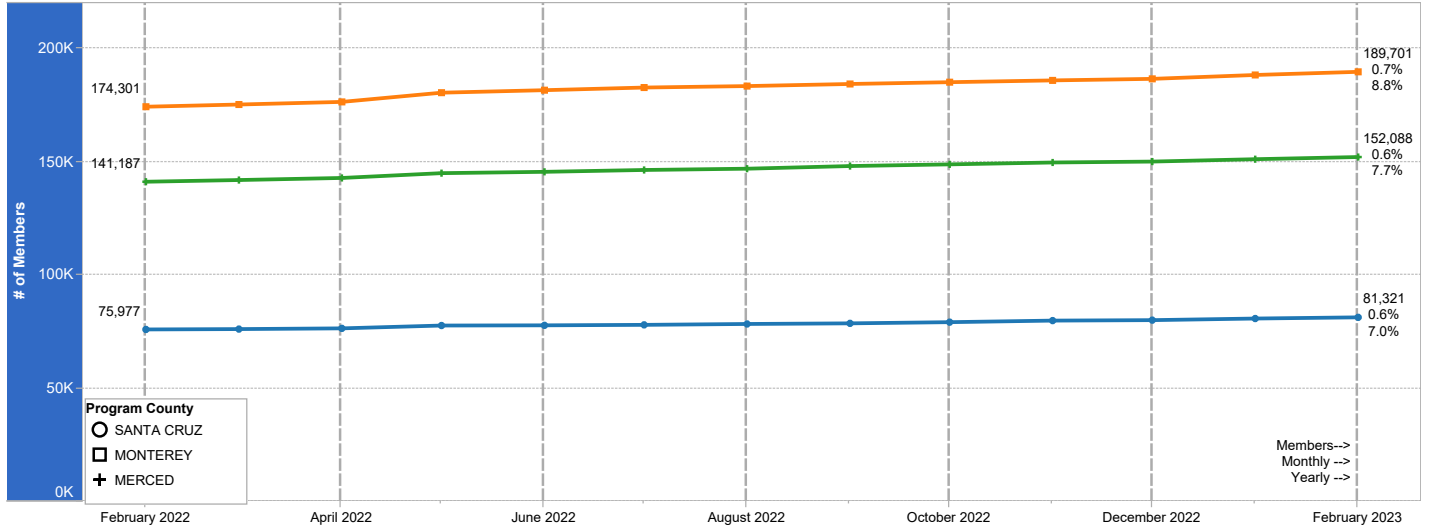
Enrollment Report

Year: 2022 & 2023 County: All Program: AIM, IHSS, Medi-Cal
 Aid Cat Roll Up: All Data Refresh Date: 2/1/2023



StaticDate
 2/1/2022 12:00:00 AM to 2/28/2023 11:59:59 PM

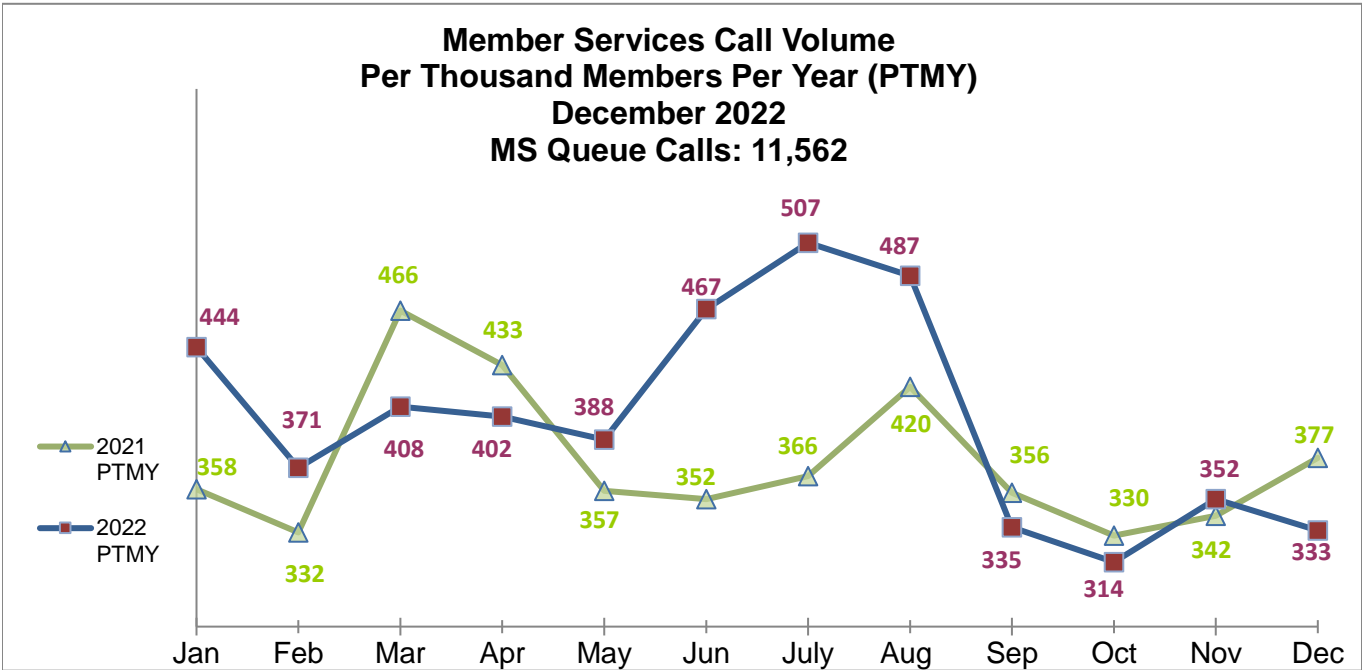
Membership Totals by County and Program, % Change Month-over-Month and % Change Year-over-Year



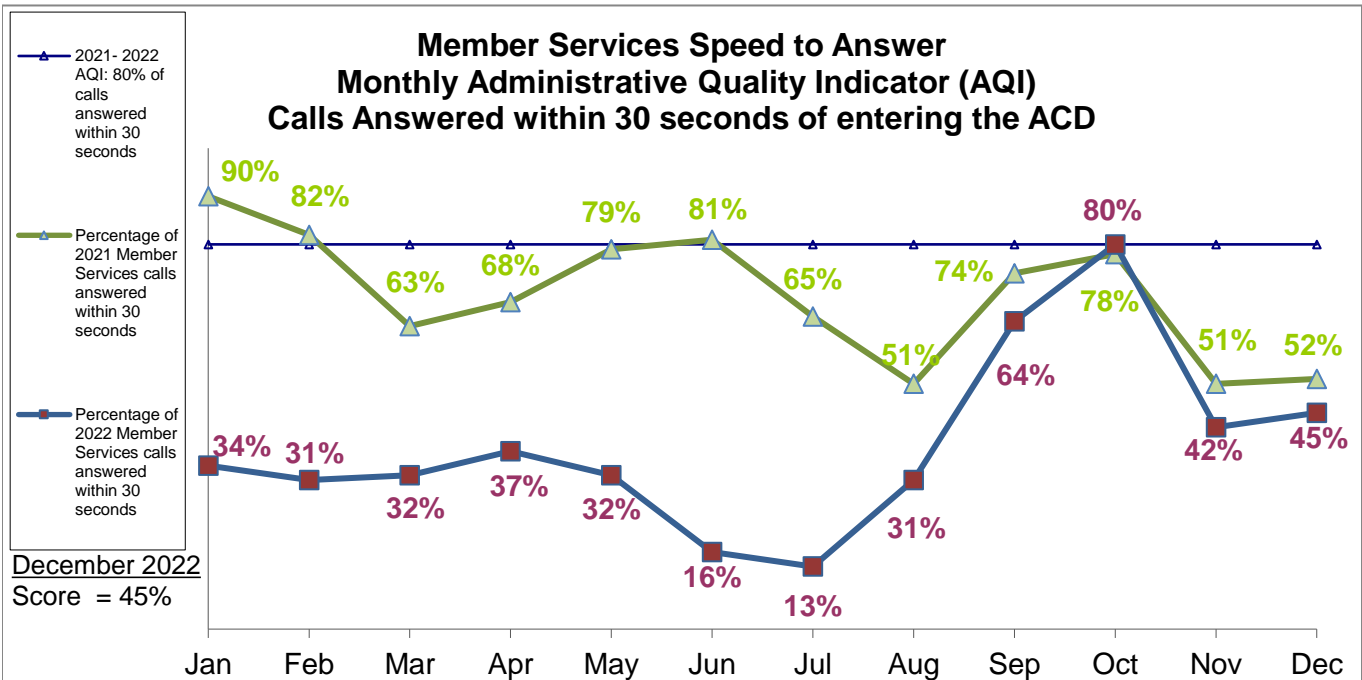
Program..	ProgramCo..	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023
Medi-Cal	SANTA CRUZ	75,977	76,138	76,456	77,707	77,794	78,004	78,393	78,668	79,191	79,882	80,084	80,796	81,321
	MONTEREY	173,790	174,681	175,803	179,845	180,943	182,111	182,752	183,678	184,475	185,262	185,946	187,661	189,050
	MERCED	141,187	141,935	142,853	144,972	145,559	146,374	146,940	148,109	148,852	149,680	150,084	151,136	152,088
IHSS	MONTEREY	511	589	624	650	657	654	660	658	654	656	654	652	651
Total Members		391,465	393,343	395,736	403,174	404,953	407,143	408,745	411,113	413,172	415,480	416,768	420,245	423,110



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	12,254	11,562
Rate PTMY	444	371	408	402	388	467	507	487	335	314	352	333



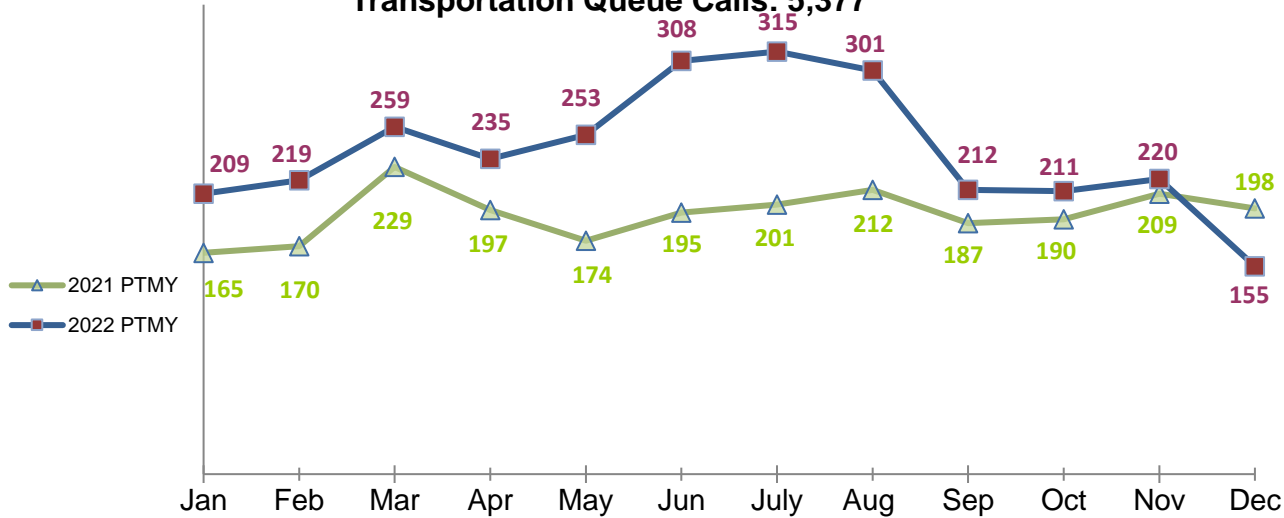
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AQI	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Actual 2021	90%	82%	63%	68%	79%	81%	65%	51%	74%	78%	51%	52%
Actual 2022	34%	31%	32%	37%	32%	16%	13%	31%	64%	80%	42%	45%



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

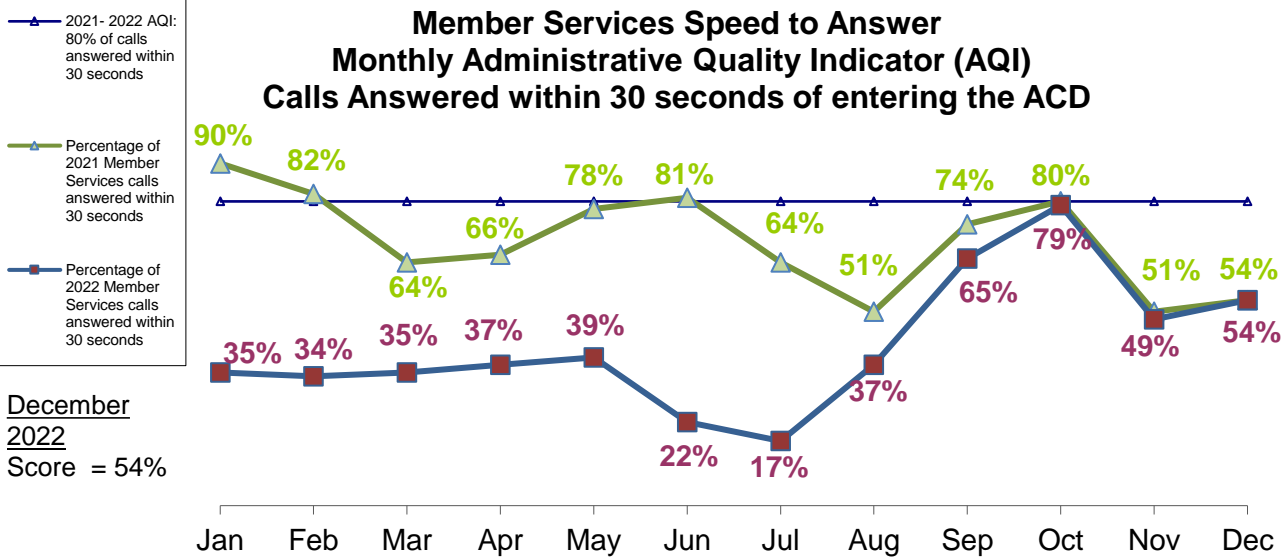
Transportation Call Volume Per Thousand Members Per Year (PTMY) December 2022

Transportation Queue Calls: 5,377



	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	7,661	5,377
Rate PTMY	209	219	259	235	253	308	315	301	212	211	220	155

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



	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%	49%	54%



Q3 2022 Appeals and Grievances: 1,361* including Beacon

Appeals: 3% [77% in favor of Plan; 23% in favor of Member]
Exempt: 18%

Grievances: 71%

Other: 8% [Inquiries, Duplicates, Withdrawn]

Category Figures

Transportation: 45%

Quality of Care: 19%

Billing: 6%

Provider/Staff Attitude: 1%

Provider Availability: 5%

Other: 24%

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 in MRY

Highest Grievances Filed by County

1. Merced: 43%
2. Monterey: 34%
3. Santa Cruz: 23%

Behavioral Health Beacon Grievances:

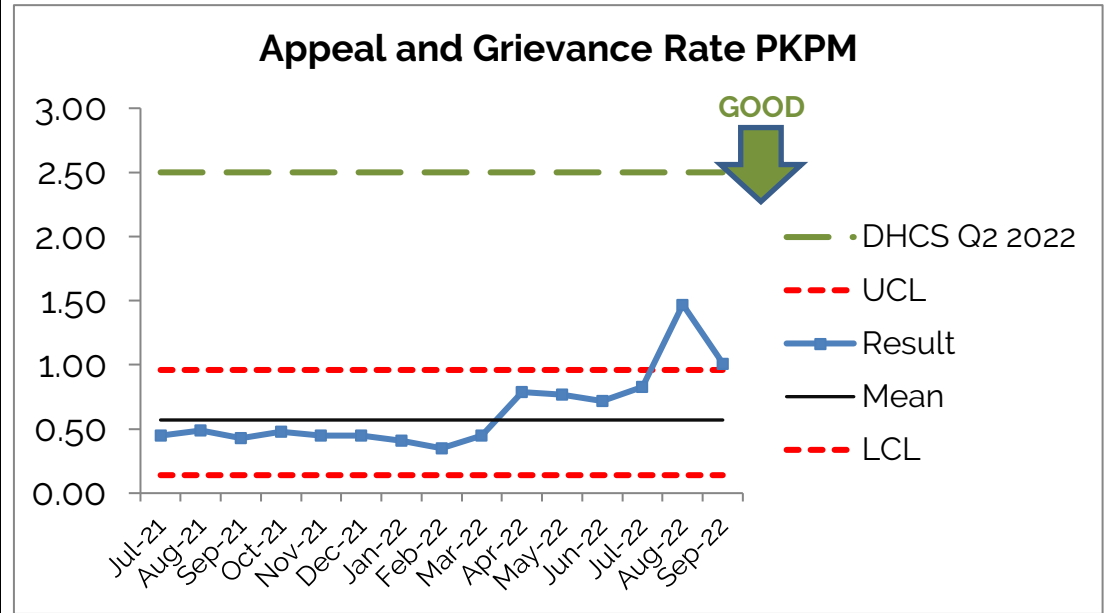
- ❖ Member Grievances: 42
- ❖ Monterey: 26
- ❖ Santa Cruz: 12
- ❖ Merced: 4

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
2021 Enrollment	367,138	369,438	371,533	373,656	376,321	377,793	379,441	380,961	383,084	384,861	386,526	387,632
A&G Issues	145	170	269	222	195	206	173	197	167	184	172	173
Rate PKPM*	0.39	0.46	0.72	0.59	0.52	0.55	0.46	0.52	0.44	0.48	0.45	0.44
2022 Enrollment	390,305	391,456	393,319	395,719	403,155	404,906	407,045	408,621	410,954			
A&G Issues	161	137	198	314	309	289	335	600	416			
Rate PKPM*	0.41	0.35	0.51	0.79	0.77	0.72	0.82	1.47	1.01			

*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@ccah-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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health



Recent Community Events

Attended as of January 31, 2023

	November 2022 – January 2023
Merced County	10 events
Monterey County	3 events
Santa Cruz County	2 events
Total	15 events

Here are a few of the events we attended:

Merced County

- Planada Community Center
- Disaster Resource Center at Merced Fairgrounds
- Merced Hmong New Year
- Planada Cultural Community Celebration

Monterey County

- Special Kids Connect – Holiday Resource Fair
- COVID-19/Flu Vaccine Popup Clinic

Santa Cruz County

- SC County – Disaster Recovery Center – Felton
- SC County – Disaster Recovery Center – Ramsey Park

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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health



Upcoming Community Events

Planned as of January 31, 2023

	February – April 2023
Merced County	3 events
Monterey County	2 events
Santa Cruz County	1 event
Total	6 events

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

Merced County

Community Baby Shower

- When: Saturday, February 25, 2023 from 12 p.m. to 4 p.m.
- Where: Christian Life Center, 650 E. Olive Ave, Merced, CA 95340
- Free event, connection to community resources, refreshments, prizes, raffles, and first 50 to register and attend will receive a free diaper bag

Week of the Young Child – Los Banos

- When: Saturday, March 25, 2023 from 9 a.m. to 2 p.m.
- Where: Pacheco Park, 903 E Pacheco Blvd, Los Banos, CA
- Free event, games, community resources, and family fun.

Week of the Young Child - Merced

- When: Saturday, April 1, 2023 from 9 a.m. to 2 p.m.
- Where: Applegate Park, 1045 W 25th St, Merced, CA 95340
- Free event, games, community resources, and family fun.

Monterey County

PK, TK, and Kinder Resource Festival

- When: Wednesday, February 15, 2023 from 2:30 p.m. to 5:30 p.m.
- Where: Greenfield Memorial Hall, 615 El Camino Real, Greenfield, CA 93927
- Opportunity for families to obtain information regarding registration to preschool, transitional kindergarten, or kindergarten programs.

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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

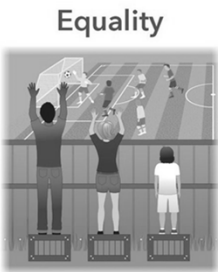
<h1>Pediatric Equity Roadmap</h1> <p>Michelle N. Stott, RN, MSN Quality Improvement & Population Health Director</p>
--

1

<p>Pediatric Equity Roadmap</p>	<p>OBJECTIVE: Share the Health Equity journey and seek input on the Pediatric Equity Roadmap</p> <p>AGENDA:</p> <ol style="list-style-type: none">1. Health Equity Strategic Priority2. Quality Improvement System Journey3. Health Equity Activities4. Pediatric Equity Roadmap5. Input requested <p>2</p>
---------------------------------	---

2

EQUITY: Eliminating disparity through inclusion and justice



Equality
The assumption is that everyone benefits from the same supports. This is equal treatment.



Equity
Everyone gets the supports they need (this is the concept of "affirmative action"), thus producing equity.



Justice
All 3 can see the game without supports or accommodations because the cause(s) of the inequity was addressed.

KEY VALUE CONCEPTS

- **Equity** is defined as **freedom from bias; proportional representation; and, fairness or justice in treatment.**

- **Inclusion** is the practice of **providing equal access** to those who might be otherwise excluded.

- **Justice** is the principle of **just dealing or right action.** It is action to **remove barriers** to equity.



Health Equity

*HEALTH EQUITY means that everyone has a **fair and just opportunity to be as healthy as possible.** This requires removing obstacles to health.*

2026 STRATEGIC GOALS

1. Eliminate health disparities and achieve optimal health outcomes for children and youth.
2. Increase member access to culturally and linguistically appropriate health care.



2023 Breakthrough Objectives

Achieve NCQA P50 for all pediatric measures for all counties or 10% of the delta to P50.

Obtain incremental improvement over baseline* for the CAHPS cultural competency questions.

*Baseline will be available upon completion of 2022 CAHPS Survey.



Person-Centered System Transformation

*PERSON-CENTERED DELIVERY SYSTEM TRANSFORMATION means a system that **yields health** through **shared decision making and action.***



2026 STRATEGIC GOALS

1. Improve behavioral health services and systems to be person-centered and equitable.
2. Improve the system of care for members with complex medical and social needs.



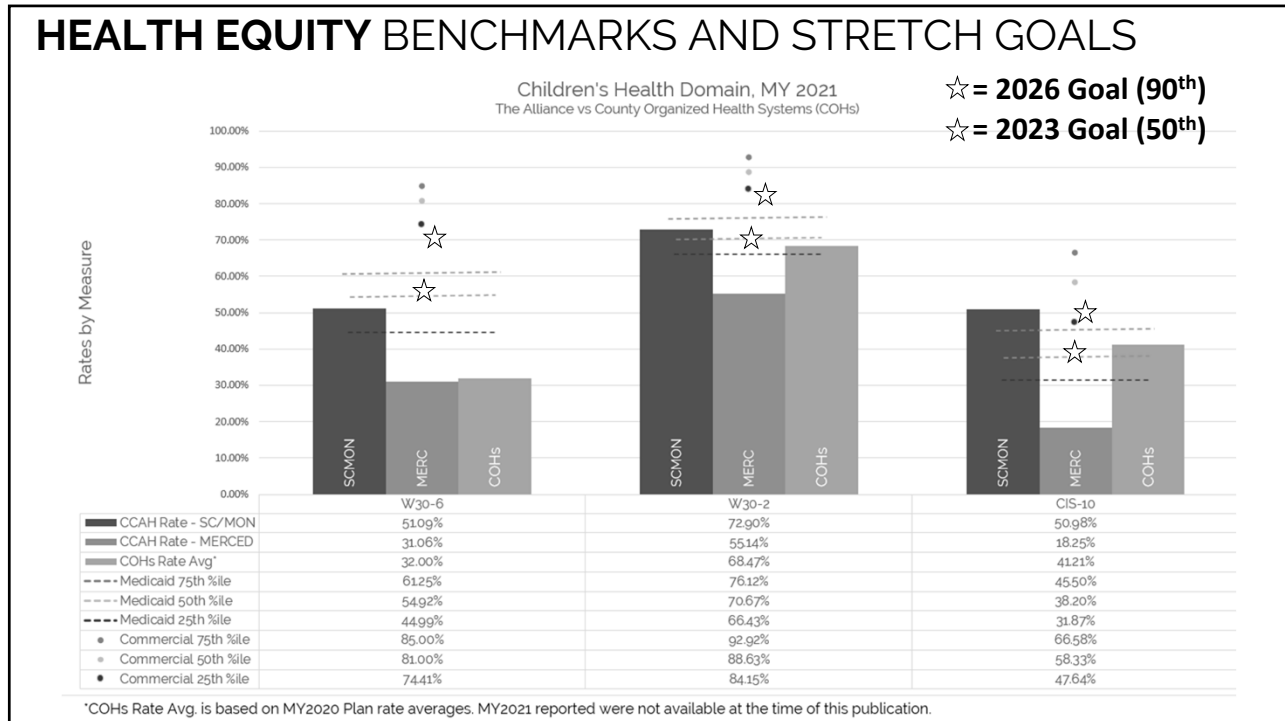
2023 Breakthrough Objectives

Assess and design behavioral health system to ensure timely access to BH services as demonstrated by:

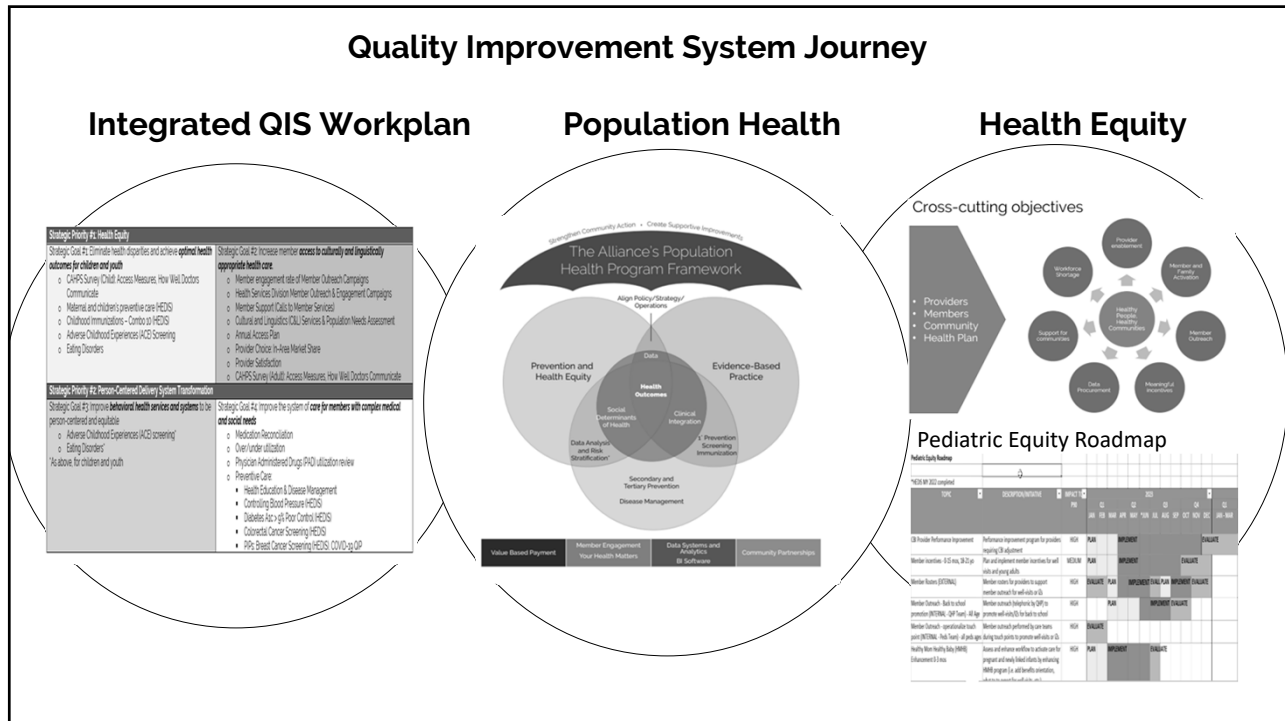
- 1) Member's report of very good or excellent mental/emotional health (CAHPS survey).
- 2) Equitable utilization relative to benchmark* (TBD). *Establish benchmark.

Ensure the top 3-5% of the high utilizers are effectively managed to achieve:

- 1) Readmissions: 10% improvement overall on all hospital readmission rate.
- 2) Post-discharge follow-up within 14 days: 10% improvement overall on all hospital post-discharge rate.
- 3) Avoidable ED visits: 10% reduction in baseline rate.



5



6

2022 Health Equity Activities	
	Outcomes
Cross-collaborative COVID Pandemic response	-Vaccine Incentive Plan 1 st and 2 nd dose (provider & member incentives, media campaign): 8 out of 9 measures received full or partial gap closure, 5-11 year old (high performance pool): 19.9% increase, awarded \$7.1M -Implemented Alliance COVID booster incentives -Member incentives (vendor and point-of-service): 87,325 gift cards awarded for 1 st dose, 2 nd dose, and boosters! -Vaccine clinics (YHM)
Community efforts	-Vaccine Clinics with providers and community (YHM)
Care-Based Incentive	-CBI Health Equity measure for 2023: Developed, implemented, and trained providers (CBI workshops) -CBI Performance Improvement Program: In development (Q4)
Health disparity gap closure in Merced: PIPs, PDSAs	-Breast Cancer Screening (Hmong): Goal of 10% met, 16.18% received screenings with lessons learned of working with family/caregivers for education and scheduling. -Well-Child Visit (GV): achieved goal of 50% and improving. -Point-of service member incentives (new) for well-child visits or flu vaccine. -Health Education workgroups done in 3 modalities (new): telephonic, virtual, and in-person
Develop Population Health Tactic	PHM requirements completed for go-live of 1/1/23: Program Description, Risk Stratification methodology, assessment tools, care management by utilization of risk scores, and Basic PHM and CCM.

7



8

Cross-cutting themes/objectives for health equity

Workforce Shortage:

Support efforts for provider recruitment, capacity, and retention to increase member access

Provider Enablement:

Support providers with resuming care activities to ease effect from the COVID pandemic

Member and Family Activation:

Working with each member and family to engage in their care and connect in a "trustful" relationship with their PCP

Member outreach:

Comprehensive member outreach program through several communication methods internally and externally

Support for the Community:

Working with communities to identify local solutions to promote and activate healthy living

Meaningful Incentives:

Develop meaningful incentives that are aligned and focused on whole-person care across the continuum of care

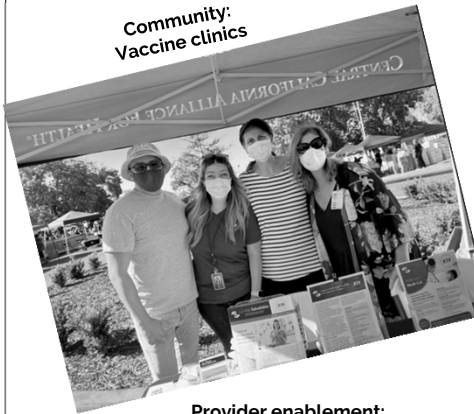
Data Procurement:

Enhance data sources and consumption in Alliance systems for near real time data tracking for HEDIS/MCAS measures monitoring, care team interventions, and to advance health equity



Health Equity Activities

Community:
Vaccine clinics



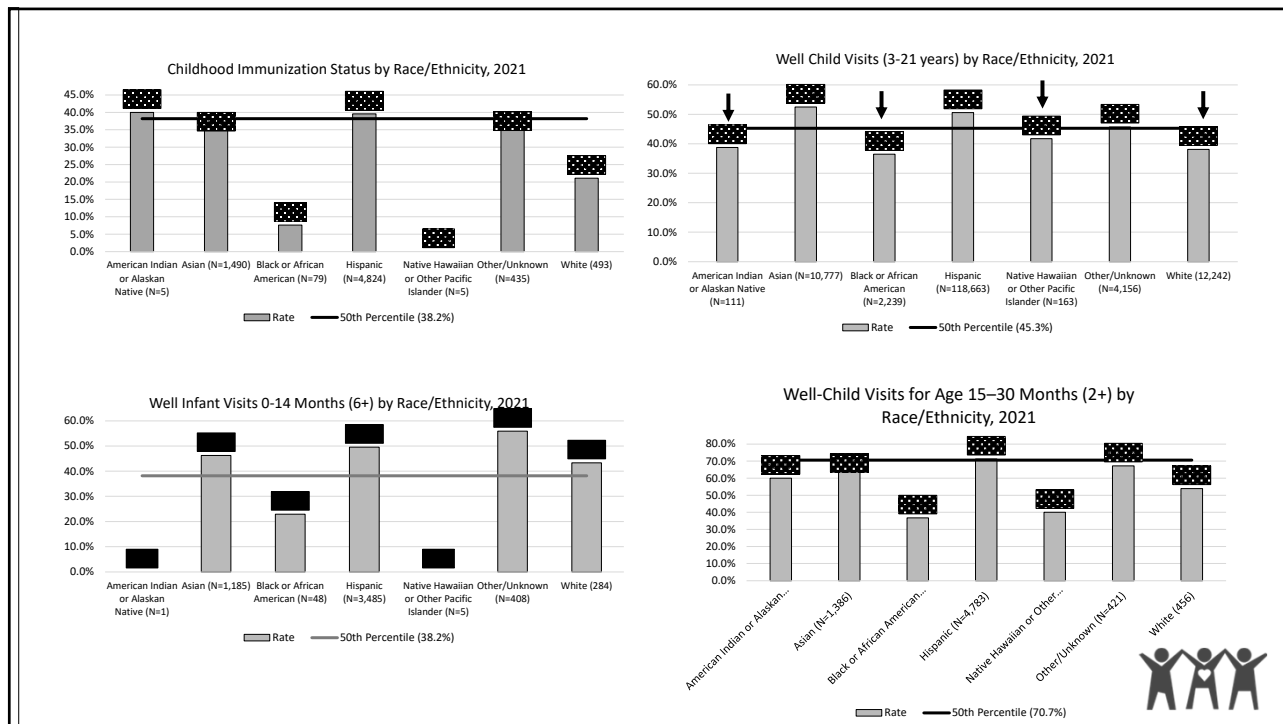
Provider enablement:
Member rosters

Member ID	MemberFirstName	MemberLastName	MemberBirthDate	MemberAge
10/30/2022	10/21/2022	9	13	
12/31/2022	10/21/2022	71	12	
10/27/2022	10/21/2022	6	13	
12/4/2022	10/21/2022	44	12	
11/19/2022	10/21/2022	29	12	
12/14/2022	10/21/2022	54	12	
11/25/2022	10/21/2022	35	12	
..	

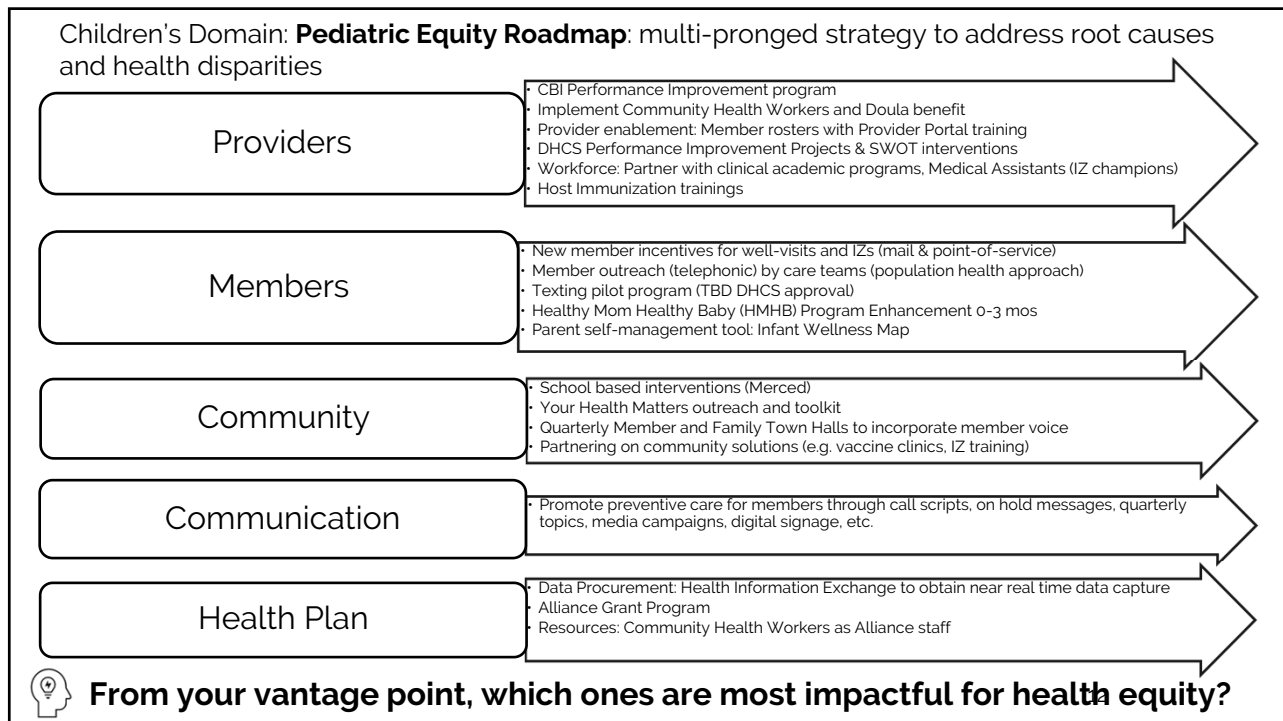
Member and Family Activation: Infant Wellness Maps (Eng, Spa, Hmong)

Cov Kaaj Buum Tseem Ceeb: Koj tus me nyuam li thauj xyoo





11



12



Questions?

Member Satisfaction Survey

Gisela Taboada

Member Services Call Center Manager

February 9, 2023

1

1

OBJECTIVES:

1. Benefits
2. Survey Questions
3. January Results

Member
Satisfaction Survey

2

2

Benefits of a Member Satisfaction Survey

- Strengthen relationship with our members
- Gain valuable feedback
- Determine areas of improvement
- Identify trends
- Better understand member needs
- Identify knowledge gaps

3

3

Survey Questions

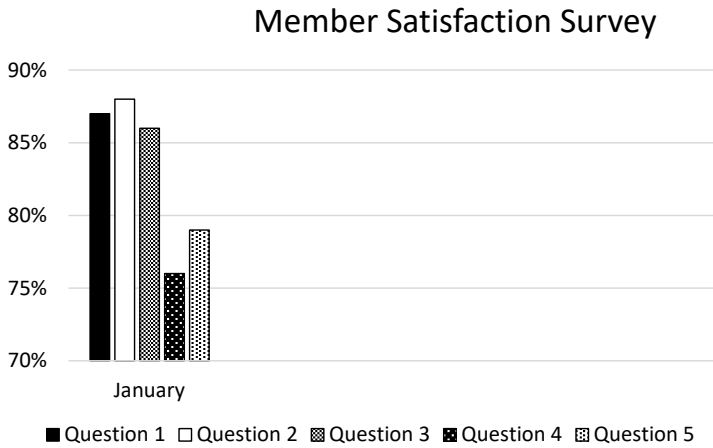


1. Was the representative courteous?
2. Were all your questions answered today?
3. Was our service provided timely?
4. Did you learn more about your benefits from this call?
5. How culturally and/or linguistically sensitive was your engagement with our representative?

4

4

January Survey Results



- 1. Was the representative courteous?
- 2. Were all your questions answered today?
- 3. Was our service provided timely?
- 4. Did you learn more about your benefits from this call?
- 5. How culturally and/or linguistically sensitive was your engagement with our representative?

Questions?



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 th 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 16th 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
831-755-6000

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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health



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 16th Street, Suite B
Merced, CA 95340
MSAG@ccah-alliance.org
Fax: 209-381-5306