

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, November 9, 2023

10:00 – 11:30 a.m.



Location: In San Benito County:

Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Catheys Valley Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group 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 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, November 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 may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group. Presentations must not exceed five minutes in length, and any individuals may speak only once during Oral Communications.
 - 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. Approve Member Services Advisory Group minutes of November 10, 2022.**
- 10. Approve Member Services Advisory Group minutes of February 9, 2023.**
- 11. Approve Member Services Advisory Group minutes of May 10, 2023.**
- 12. Approve Member Services Advisory Group minutes of August 10, 2023.**



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, November 9, 2023

10:00 – 11:30 a.m.



13. Accept Plan Staff Reports:

- A. Current Enrollment
- B. Current Call Statistics Report
- C. Member Appeals and Grievance Report
- D. Community Engagement Report

Regular Agenda Items:

14. Annual Election of Officers of the Advisory Group

10:15 a.m.

10:15 – 10:20 a.m.

Action: Nominate and elect Chairperson and Vice Chairperson.

15. 2024 Member Services Advisory Group (MSAG) Charter

10:20 – 10:30 a.m.

Inform and Feedback: Chairperson Beleutz will review the draft 2024 Member Services Advisory Group (MSAG) Charter and solicit feedback.

16. Care Management

10:30 – 11:20 a.m.

Inform and Feedback: Jessie Newton, RN, Continuum of Health Manager – Adult, and Ashley McEwen, BSN, RN, Pediatric Complex Case Management Supervisor, will provide an overview of care management and solicit feedback.

17. Adjourn

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

- Santa Cruz – Monterey – Merced – San Benito - Mariposa
Thursday, February 8, 2024 10 – 11:30 a.m.
Locations: Alliance Offices in Mariposa, Merced, Monterey, San Benito, and Santa Cruz counties and joined together via videoconferencing.

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.



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Member Services Advisory Group (MSAG) Meeting Charter

Original Date: October 2023	Last Revision Date:
Approved by:	

Overview	<p>The Member Services Advisory Group (MSAG) serves as the Alliance's Community Advisory Committee.</p> <p>The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.</p>
Mission	<p>In conjunction with the Commission, the goal is to facilitate effective, efficient, patient-friendly, high-quality medical care for members of Central California Alliance for Health (the Alliance).</p> <ul style="list-style-type: none"> • In the course of our service, we will: <ul style="list-style-type: none"> ○ Advise the Commission on issues and concerns of members and the community as they relate to the Alliance. ○ Make policy recommendations to the Commission, based on member and community input and feedback. ○ Advocate on behalf of Alliance members and bring their concerns and ideas to the Advisory Group meetings for discussion and possible action. ○ Be a place to hear and collect the voices of those Alliance members who, otherwise, might not be heard. ○ Work to ensure that the Alliance is user-friendly and stays focused on members' needs. <p>Educate members and the community about the Alliance by disseminating information from the meetings to members and to the community.</p>
Duties	<p>Responsibilities of Members During MSAG Meetings</p> <ul style="list-style-type: none"> • Provide feedback to inform the development of the provider manual and clarify new and revised policies and procedures contained therein. • Provide input, advice, and recommendations on the Population Needs Assessment (PNA).

	<ul style="list-style-type: none"> • Review PNA findings and discuss improvement opportunities with an emphasis on Health Equity and Social Drivers of Health. • Provide input on selecting targeted health education, cultural and linguistic, and QI strategies. • Discuss the development and implementation of cultural and linguistic accessibility standards and procedures. • Identify and advocate for preventive care practices to be utilized by the Alliance. • Provide input on developing and updating cultural and linguistic policy and procedure decisions. <p>Responsibilities of Chair and Vice Chair During Meetings</p> <ul style="list-style-type: none"> • Provide meeting facilitation and direct the meeting process through the agenda. • Guide and lead discussion to ensure all participants are provided equal opportunity for participation. <p>Responsibilities of Alliance Staff During Meetings</p> <ul style="list-style-type: none"> • Alliance Staff will ensure and monitor member and/or parent and caregiver input into appropriate policies and decision-making.
<p>Composition</p>	<p>Membership</p> <ul style="list-style-type: none"> • The MSAG will be comprised primarily of Alliance members. • MSAG will be comprised of Alliance members, local consumer advocates, contracted providers, and Alliance Commissioner(s). • One member of the MSAG will serve as Chair of the MSAG and one member will serve as Vice Chair of the MSAG. <p>Membership Terms</p> <ul style="list-style-type: none"> • Members will be selected by the Member Services Advisory Group (MSAG) Selection Committee and appointed by the Alliance Board. • Members will be appointed to a one-year term. At the end of the term the member may be reappointed to a subsequent one-year term. • Members must attend at least 50% of meetings per calendar year.

	<p>Chair and Vice Chair Terms</p> <ul style="list-style-type: none"> • The Chair and Vice Chair shall be selected by MSAG members. • If both Chair and Vice Chair are absent, MSAG members present will select one member to act as Chair for the meeting. The Chair and Vice Chair shall serve renewable one-year terms. <p>Serving as Support Staff</p> <ul style="list-style-type: none"> • Alliance staff will serve as staff to MSAG. Support staff to the MSAG includes: <ul style="list-style-type: none"> ○ <u>Alliance Staff</u> – Community Engagement Director, Community Engagement Administrative Specialist, and Member Services Director or assigned designee. • <u>Ad Hoc Staff</u> – Staff from the Alliance as needed.
<p>Meeting Frequency and Locations</p>	<ul style="list-style-type: none"> • Meetings will be held quarterly. • Meetings will be held at least three times per year. • The meeting calendar shall be established annually at the MSAG's August meeting. • Meetings will take place in person in the Alliance offices listed below and joined together via videoconferencing. <ul style="list-style-type: none"> ○ <u>Mariposa County</u>: Cathey's Valley Room Mariposa County Health and Human Services 5362 Lemee Lane, Mariposa, CA 95338 ○ <u>Merced County</u>: Board Room 530 West 16th Street, Suite B, Merced, CA 95340 ○ <u>Monterey County</u>: Board Room 950 East Blanco Road, Suite 101, Salinas, CA 93901 ○ <u>San Benito County</u>: Conference Room Community Services & Workforce Development (CSWD) 1161 San Felipe Road, Building B, Hollister, CA 95023 ○ <u>Santa Cruz County</u>: Board Room 1600 Green Hills Road, Suite 101, Scotts Valley, CA 95066
<p>Agendas, Minutes, and Reporting</p>	<ul style="list-style-type: none"> • Alliance staff are responsible for agenda and meeting material production and distribution. • Alliance staff will record minutes of meetings which will be approved by the MSAG members at each subsequent meeting.
<p>Advisory Group</p>	<ul style="list-style-type: none"> • The Alliance provides resources to ensure MSAG members are able to effectively participate in MSAG meetings including but

Member Support	<p>not limited to providing transportation to MSAG meetings and arranging childcare as necessary.</p> <ul style="list-style-type: none"> • MSAG members may receive a stipend to cover travel expenses and other costs associated with in-person meeting attendance. • Requests for translation and interpreter services, including sign-language interpretation or other assistive devices such as real-time captioning, note takers, reading or writing assistance and conversion of meeting materials into Braille, large print or computer flash drive can be made available if requested at least ten (10) business days prior to the meeting.
Open and Public Meetings	<ul style="list-style-type: none"> • Meetings are subject to the Brown Act, thus are open to the public. • Agendas and meeting materials will be published and posted publicly at least seventy-two (72) hours prior to each meeting. • Staff will record minutes of meetings which will be approved by MSAG members at each subsequent meeting. • Agenda packets are available by mail upon request.
References	
Review of Charter	<p>MSAG shall review this charter at least annually.</p> <p>Any proposed changes shall be submitted to the Board for approval.</p>

Revision History:

Date	Changes Made By	Approved By
October 24, 2023	Ronita Margain	

Member Services Advisory Group (MSAG)

November 9, 2023

MSAG

AGENDA:

1. Meeting Administration
 - Call to Order by Chairperson Beleutz
 - Roll Call
 - Establish Quorum
 - Oral Communications
 - Comments and Announcements
2. Consent Agenda
 - Approve Minutes from Previous Meetings
 - Accept Plan Staff Reports
3. Regular Agenda
 - Annual Election of Officers
 - 2024 Member Services Advisory Group Charter
 - Care Management

MEETING ADMINISTRATION

- Call to Order
- Roll Call
- Establish Quorum

3



3

ORAL COMMUNICATIONS

- 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.
- 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.

4



4

COMMENTS & ANNOUNCEMENTS

- From Advisory Group Members
- From Plan Staff

5



5

CONSENT AGENDA ITEMS

Requires Quorum

- Approve Member Services Advisory Group Minutes from Previous Meetings
- Accept Plan Staff Reports

6



6

ANNUAL ELECTION OF OFFICERS OF THE ADVISORY GROUP

Requires Quorum

- Advisory Group will nominate and elect Chairperson and Vice Chairperson

7



7

2024 MEMBER SERVICES ADVISORY GROUP CHARTER Chairperson Beleutz

8



8

Care Management

By: Jessie Newton- Continuum of health
Manger- RN adult

9

Who is Care Management ?

- Made up of an Interdisciplinary Team
 - Registered Nurses (RN)
 - Medical Social workers (MSW)
 - Care Coordinators (CC)
 - Community Care Coordination
 - Complex Case Management
 - Enhanced Care Management (ECM) and Community Supports (CS)
 - Pediatrics/Whole Child Model (WCM) Team

10

Adult Care Management Services *(mostly telephonic)*

RN I and RN II

- Outreach to members that have high amount of Emergency Room visits or inpatient stays
- Primary Care and Specialty care coordination
- Chronic disease management
- Medication management
- Pain Management

MSW

- Linkage to Community Resources
- Support connecting to Mental Health Services

CC

- Durable Medical Equipment (DME) request
- Vision (VSP) and Dental (Denti-cal) redirection request
- Continuity of Care (COC) Request
- Transportation support

11

Care Management Referrals

- CM Referral Form can be found on the CCAH website under forms.
- <https://thealliance.health/for-providers/case-management-referral-form/>
- CM intake line: 831-430-5512 or the 1-800-700-3874 ext. 5512
- FAX: 831-430-5850



12

Care Management Referrals

What to Include in CM Referral:

- Member Name
- Member ID# (found on insurance card)
- Updated Phone#
- Summary of member's request
- Adult Care Management Turnaround Times
 - Urgent within 24 hours
 - Standard request about 5-7 business days (Can sometimes be longer due to bandwidth).

13

Enhanced Care Management (ECM)/Community Support (CS) (some telephonic, mostly face-to-face)

ECM

- The ECM benefit provides intensive whole-person care management and coordination to help address the clinical and nonclinical needs of highest risk members.
- ECM services will be community-based with high-touch, on-the ground, face-to-face, and frequent interactions between members and ECM Providers.
- Different from Alliance based case management, which is telephonic and less frequent

CS

- Community Supports are cost-effective, health-supporting and typically non-medical activities that may substitute for State Plan-covered services.
- Community Supports categories, including housing transition and navigation services, respite care, meals programs, etc.

14

Enhanced Care Management (ECM)/Community Supports (CS) Referrals

- The provider completes: A Referral Form available here:
- <https://thealliance.health/for-providers/manage-care/introducing-enhanced-care-management-ecm-and-community-supports/>
- Under the sub-section “How do I submit a ECM/CS referral form”
- Can call and a member of the ECM team will review above processes

15

Questions?

THANK YOU 😊

16

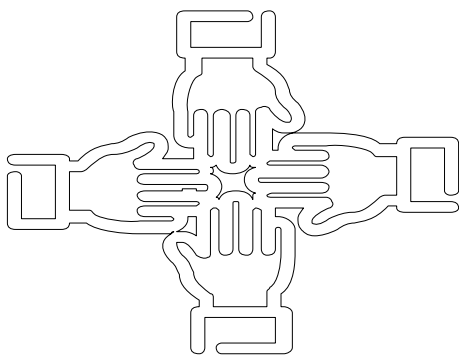
Pediatric Complex Case Management Program Overview

Ashley McEowen, Pediatric Complex Case Management Supervisor

17

17

WHO is the Pediatric Complex Case Management Team?



Multidisciplinary Team

- Registered Nurses
- Care Coordinators
- Social Workers
- Work closely with County CCS Team, PCP's, Specialty Providers, DME Providers, Behavioral Health Providers, and teams within the Alliance such as Member Services, Prior Authorizations Team, Pharmacy, Registered Dieticians and Medical Directors

18



18

WHAT we do

Pediatric Case Management

- Case management for Alliance members 0-17 years old, up to 21 years old for CCS members
- Works with members and their families to identify needs and barriers
- Primarily communication via telephone
- Interpretation services available

19



19

WHAT we do

California Children's Services (CCS)

- CCS is a state program for children with certain diseases or health problems. Through this program, children up to 21 years of age can get the health care and services they need for CCS-eligible conditions. CCS also provides medical therapy services that are delivered at public schools through the Medical Therapy Unit (MTU)

20



20

WHAT we do

California Children's Services (CCS)

- Referrals
 - Screen and Identify potential CCS eligible members
 - Refer these members to the applicable County CCS Program to receive an eligibility determination
- Our team coordinates and provides the delivery of CCS services to CCS-eligible members according to regulatory guidelines
 - PHRA (Pediatric Health Risk Assessment)
 - Risk Stratification
 - Individualized Care Plans (ICP)
 - Paneled Providers

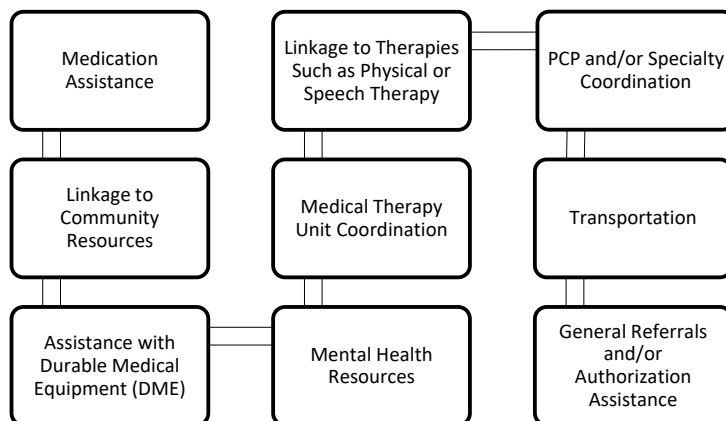
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HOW we do it

What can we do to assist?



22



22

CONNECT with us

Resources

- **Member Walk In Support**
- **Pediatric Case Management: 800-700-3874, ext. 5513**
- **Alliance Website: thealliance.health/**
- **Member Services: 800-700-3874**
- **Nurse Advice Line 24 hours a day, 7 days a week: 844-971-8907**
- **Carelon Behavioral Health: 855-765-9700**

23



23

Questions?

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ADJOURN

- Next Meeting: Thursday, February 8, 2024, 10:00 – 11:30 a.m.



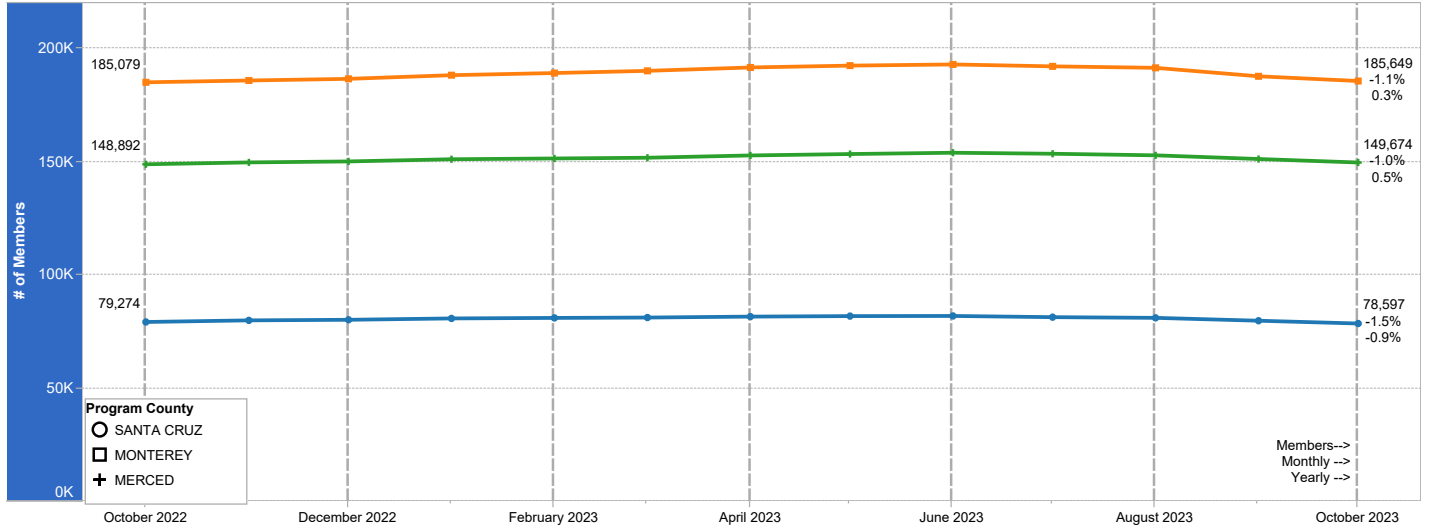
Enrollment Report

Year: 2022 & 2023 County: All Program: AIM, IHSS, Medi-Cal
 Aid Cat Roll Up: All Data Refresh Date: 10/30/2023



StaticDate
 10/1/2022 12:00:00 AM to 10/31/2023 11:59:59 PM

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

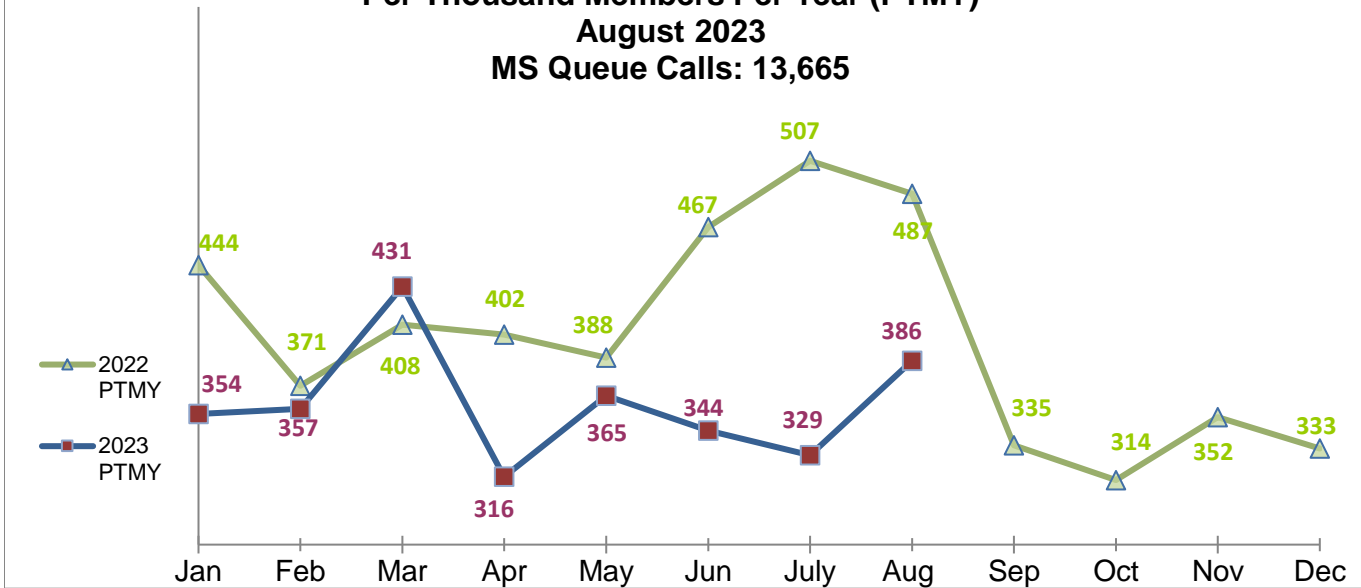


Program..	ProgramCo..	Oct 2022	Nov 2022	Dec 2022	Jan 2023	Feb 2023	Mar 2023	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023
Medi-Cal	SANTA CRUZ	79,274	79,986	80,240	80,842	81,069	81,233	81,646	81,868	81,932	81,399	81,096	79,827	78,597
	MONTEREY	184,425	185,224	185,949	187,571	188,518	189,488	190,982	191,790	192,292	191,442	190,778	187,031	184,939
	MERCED	148,892	149,718	150,145	151,114	151,457	151,778	152,792	153,412	153,983	153,536	152,841	151,219	149,674
IHSS	MONTEREY	654	656	654	652	651	646	648	656	670	679	691	700	710
Total Members		413,245	415,584	416,988	420,179	421,695	423,145	426,068	427,726	428,877	427,056	425,406	418,777	413,920



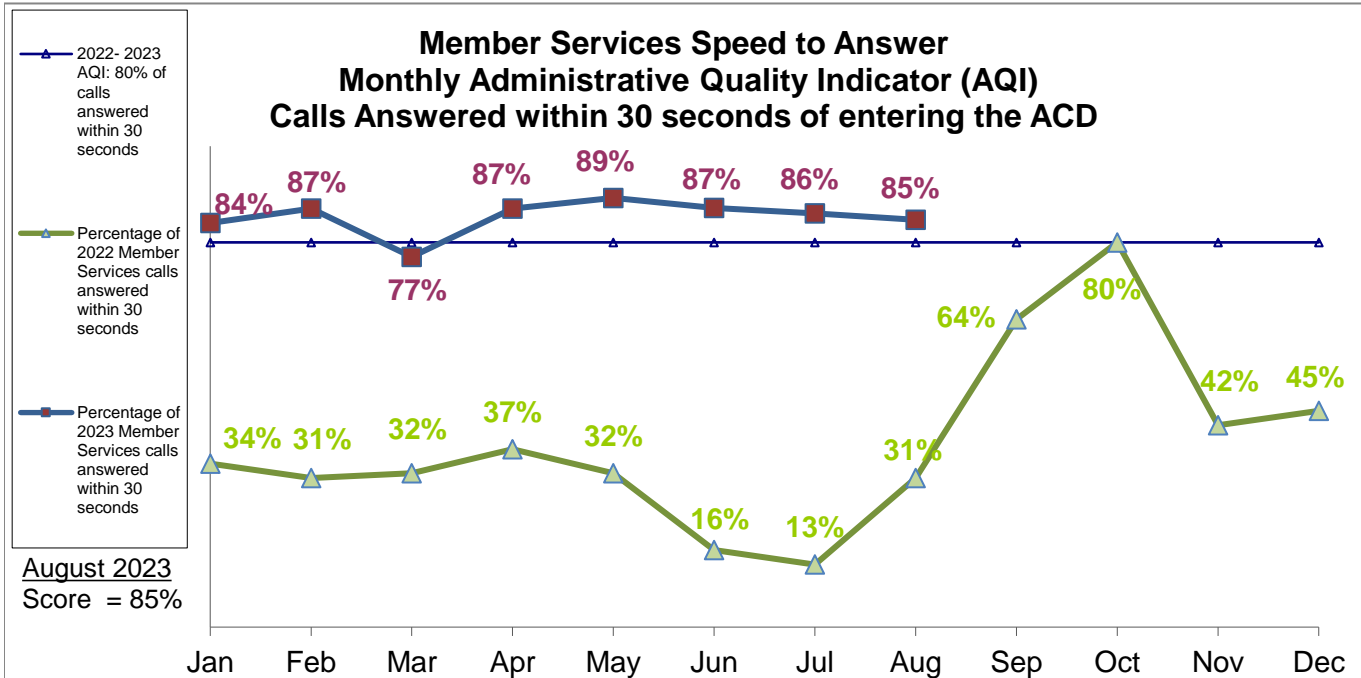
Central California Alliance for Health Member Services Telephone Statistics - 2023/2022

**Member Services Call Volume
Per Thousand Members Per Year (PTMY)
August 2023
MS Queue Calls: 13,665**



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
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
Call Volume	12,401	12,549	15,205	11,221	13,020	12,296	11,675	13,665				
Rate PTMY	354	357	431	316	365	344	329	386				

**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 2022	34%	31%	32%	37%	32%	16%	13%	31%	64%	80%	42%	45%
Actual 2023	84%	87%	77%	87%	89%	87%	86%	85%				



Q1 2023 Appeals and Grievances: 1,244* including Beacon (aka Carelon)

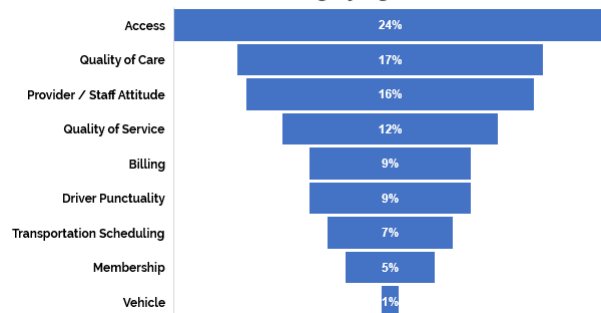
Appeals: 4% [73% in favor of Plan; 27% in favor of Member]

Exempt: 46%

Grievances: 49%

Other: 1% [Inquiries, SFHI]

Grievance Category Figures



Analysis and Trends

- ❖ Access issues regarding provider availability in MRY continue.

Highest Grievances Filed by County

1. Monterey: 43%
2. Merced: 33%
3. Santa Cruz: 24%

Behavioral Health Beacon (Carelon) Grievances: 54

- ❖ Member Grievances: 43 Exempt Grievances: 11
- ❖ **Monterey:** 27
- ❖ Santa Cruz: 18
- ❖ Merced: 9

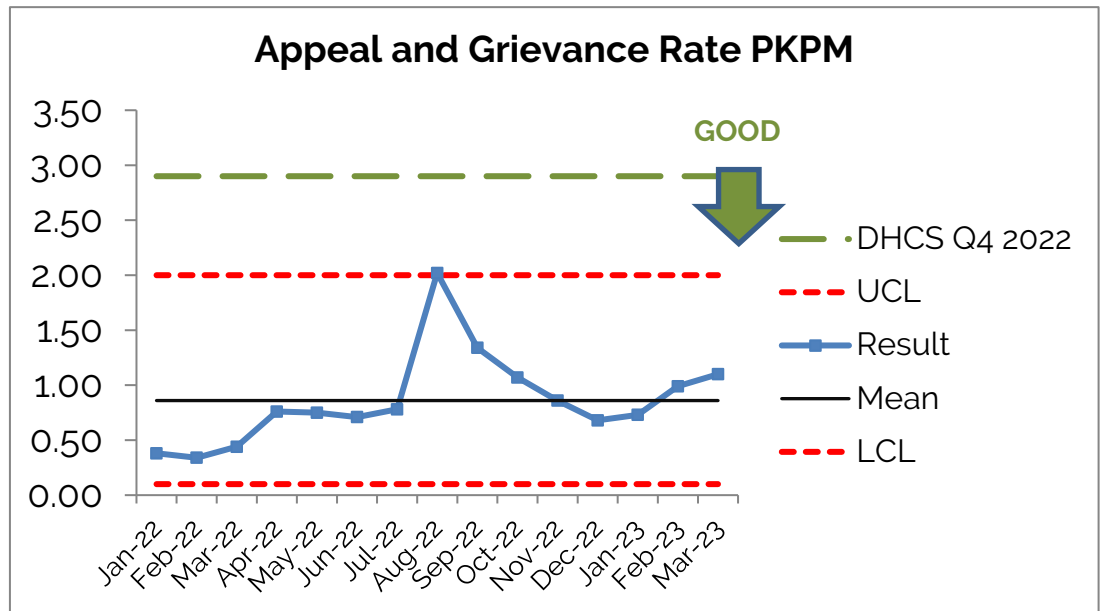
IHSS Summary:

- ❖ Member Grievances: 7

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.

Appeal and Grievance Rate PKPM



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
2022 Enrollment	390,340	391,463	393,336	395,725	403,174	404,952	407,139	408,758	411,137	413,199	415,510	416,851
A&G Issues	150	132	174	301	302	286	318	824	549	441	359	282
Rate PKPM*	0.38	0.34	0.44	0.76	0.75	0.71	0.78	2.02	1.34	1.07	0.86	0.68
2023 Enrollment	420,144	421,735	423,067									
A&G Issues	307	416	467									
Rate PKPM*	0.73	0.99	1.10									

*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

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Recent Community Events

Attended as of October 30, 2023

	August 2023 – October 2023
Mariposa County	1 event
Merced County	17 events
Monterey County	17 events
San Benito County	3 events
Santa Cruz County	6 events
Total	44 events

Here are a few of the events we attended:

Mariposa County

- Mariposa Certified Farmers Market

Merced County

- PRIDEfest

Monterey County

- Hartnell College Basic Needs Resource Fair

San Benito County

- Aromas Day

Santa Cruz County

- Community Health Trust Annual Health Fair

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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Upcoming Community Events

Planned as of October 30, 2023

	November and December 2023
Mariposa County	2 events
Merced County	3 events
Monterey County	1 event
San Benito County	0 events
Santa Cruz County	0 events
Total	6 events

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

Mariposa County

Alliance Meet & Greet

- When: Thursday, November 9, 2023 from 3 – 6 p.m.
- Where: Creekside Terrace Community Center, 5118 Fournier Road
- Meet your local Medi-Cal plan, Central California Alliance for Health, and ask your health plan questions.

Merced County

Hmong New Year

- When: Saturday, December 16, 2023 and Sunday, December 17, 2023
- Where: Merced County Fairgrounds, 900 Martin Luther King Jr Way
- Merced Lao Family's 42nd annual Hmong New Year Celebration with traditional food, ball toss, cultural show, talent show, dance competition, sports competitions, and vendors.

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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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 Heidelberg	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 Zolinski
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 Heidelbach	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 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

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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 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 Zolinski
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

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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

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, May 11, 2023

Members Present:

Ericka Peterson, DrPH	Merced County Head Start
John Beleutz	Health Projects Center
Yaneth Venegas Virgen	Monterey County Department of Social Services
Janna Espinoza	Commissioner
Doris Drost	Consumer
Humberto Carrillo	Consumer
Candi Walker	Consumer
Lupe Bajasas-Iniguez	Consumer Advocate

Members Absent:

Margaret O'Shea	Consumer
Michael Molesky	Consumer, Commissioner
Rebekah Capron	Merced HSA
Alexandra Heidelbach	Consumer
Ashley Lynne Gregory	Consumer
Debby Perez	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Melissa Raya	Natividad Medical Center
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoliniak	Administrative Specialist
Ronita Margain	Community Engagement Director
Yomayra Gomez	Member Services Project Specialist
Van Wong	Chief Operating Officer
Jim Lyons	Provider Relations Manager
Veronica Lozano	Quality Improvement Program Advisor II
Veronica Olivarria	Member Services Supervisor
Stacie Simmons	Community Engagement Program Manager
Milagros Galindo	Lead Member Services Representative

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Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:01 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.

Ronita Margain, Community Engagement Director, announced Michael Schrader joined the Alliance in April as the Chief Executive Officer (CEO).

Van Wong, Chief Operating Officer, announced three routine medical and financial audits resulted in zero findings.

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 was action taken.

6. Healthy Start

Veronica Lozano, MBA, CHES, Quality Improvement Program Advisor II, provided an overview of the Alliance's 2023 Healthy Start rewards and solicited feedback.

Members ages 0-21 can get a healthy start on life and get rewarded with gift cards totaling up to \$250 by being up to date with vaccines and checkups.

The Alliance will be promoting the Healthy Start rewards through a variety of methods

including the Alliance website, flyers, mailings to members, and community events.

MSAG member enquired about incentives for members ages 14 – 17. Members ages 14 – 17 are not eligible for Healthy Start rewards as the incentives target age groups with gaps in vaccinations and care. Members ages 14 – 17 are eligible for other Health Rewards Programs such as Healthy Weight for Life.

MSAG member enquired about past incentive results and impact. Previous incentives were raffles and the new Healthy Start incentives are direct incentives. Members who meet the eligibility criteria and the health reward requirements will receive a gift card. Target gift cards have been used for more than 8 years and from surveys, seem to work best.

MSAG member proposed incentives for attending gyms.

7. Medi-Cal Redetermination

Veronica Olivarria, Member Services Supervisor, provided an overview of the Medi-Cal redeterminations and continuous coverage unwinding.

Continuous coverage is no longer linked to the COVID-19 Public Health Emergency (PHE) as of April 1, 2023. Starting in April, members with a June renewal date will start receiving paperwork in the mail. Members have about 90 days to submit paperwork.

The Alliance is promoting awareness through the Alliance website, call center waiting message, member outreach materials, texting campaign, and partnerships with the counties.

MSAG members proposed reaching out to Offices of Education and to kid advocacy organizations.

MSAG member proposed utilizing a member spokesperson.

8. Community Health Workers, Doulas, and Urgent Care Services

Jim Lyons, Provider Relations Manager, provided an overview of community health workers, doulas, and urgent care services.

Community health workers (CHW) promote and protect the health of communities.

MSAG member shared potential concerns community partners may have including risk, billing challenges, and financial challenges. Alliance grants provide some help offsetting risk of expenses before reimbursement.

Doulas provide prenatal, labor and delivery, and postpartum support.

MSAG member enquired about the demand for doula services and enquired about the ratio of the additional costs associated with billing versus the additional revenue earned.

MSAG member proposed exploring the option of a third party to assist with administration and billing.

MSAG member enquired if the training pathway included training for parents who have substance use disorder and children who are born with substance use disorder. The Alliance's Adult Care Coordination team routinely reaches out to women who have substance use disorder and are pregnant or had a child in the past year to offer connecting the member with resources and will consider how to incorporate the doula service.

There was discussion around the supply, demand, training costs, and financial sustainability of doulas in Merced County.

Urgent Care services are available in all three counties for non-emergency or life-threatening care within forty-eight hours. Members can visit locations that are not their primary care providers without a referral.

MSAG members proposed postcards or magnets for refrigerators with when urgent care is appropriate and locations for each county, text message reminders, and standing call outs in member communication materials such as Member Bulletin. Jim Lyons, Provider Relations Manager, will share the ideas with the Alliance's Communication Team in a meeting dedicated to discussing the promotion of urgent care services.

MSAG members proposed reaching out to the provider network so they can share the information too.

MSAG members shared their experiences with receiving, or attempting to receive, care at an urgent care.

Adjourn:

Chairperson Beleutz adjourned the meeting of May 11, 2023 at 11:29 a.m. to Thursday, August 10, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinskiak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, February 9, 2023

Teleconference Meeting

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

Members Present:

Ericka Peterson, DrPH	Merced County Head Start
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Michael Molesky	Consumer, Commissioner
Rebekah Capron	Merced HSA
Yaneth Venegas Virgen	Monterey County Department of Social Services
Janna Espinoza	Commissioner

Members Absent:

Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Humberto Carrillo	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Melissa Raya	Natividad Medical Center
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
Maureen Wolff	Communications Content Specialist
Michelle Stott, RN, MSN	Quality Improvement and Population Health Director
Ronita Margain	Community Engagement Director
Yomayra Gomez	Member Services Project Specialist

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Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:03 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.

Ronita Margain, Community Engagement Director, requested MSAG members submit the MSAG application/renewal form included with the agenda packet and encouraged participants to share MSAG with others who may be interested in participating in MSAG.

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 was action taken.

6. 2023 Pediatric Equity Roadmap

Michelle Stott, RN, MSN, Quality Improvement and Population Health Director, provided an overview of the Alliance's 2023 Pediatric Equity Roadmap and solicited feedback.

The Pediatric Equity Roadmap is a multi-pronged strategy to address root causes and health disparities. The Alliance has identified providers, members, community, communication, and health plan as areas for engagement. Examples of engagement include school-based interventions in Merced, telephonic member outreach by care teams, and member incentives for well-visits and immunizations.

MSAG members enquired about partnerships with schools and school programs for education around general health, exercise, and nutrition. The Alliance is working with school districts in Merced County to share information through Peachjar, a platform that connects K-12 families to life-changing school and community resources. Michelle Stott, RN and Dr. Peterson will connect to discuss potential partnership opportunities between the Alliance and Merced County Head Start.

MSAG member enquired about vaccine barriers. Michelle Stott shared flu vaccine hesitancy is a primary barrier. The Alliance is working with providers on strategies to engage members.

MSAG members enquired about access, transportation to care, and mobile services. Michelle Stott shared some providers have mobile clinics and the Alliance partners with organizations to help reduce transportation barriers.

MSAG member enquired about the Doula Services benefit and how the benefit will be financially sustained. The Alliance will present Doula Services benefit and Community Health Worker (CHW) Services benefit at a subsequent MSAG meeting.

7. Member Services Call Center Satisfaction Survey

Gisela Taboada, Member Services Call Center Manager, provided an overview of the post-call satisfaction survey announced at the May 2022 MSAG meeting.

The Alliance received more than 1,300 complete surveys in January 2023.

MSAG member shared appreciation for the member services representatives and the helpful and prompt follow-up on next steps.

MSAG member enquired about impact on call volume of recent floods and power outages and how the Alliance helped members. Gisella Taboada stated the Alliance received an influx of calls about a week after the flooding with questions around next steps including how to order a new member ID card and how to receive mail. Member Services Representatives provided information around community resources. Jessie Newton, RN, Continuum of Health Manager, shared both adult and pediatric care coordination teams reached out to the most vulnerable members including members with durable medical equipment needs.

Adjourn:

Chairperson Beleutz adjourned the meeting of February 9, 2023 at 10:52 a.m. to Thursday, May 11, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 10, 2023

Members Present:

John Beleutz	Health Projects Center
Yaneth Venegas Virgen	Monterey County Department of Social Services
Janna Espinoza	Commissioner
Doris Drost	Consumer
Candi Walker	Consumer
Michael Molesky	Consumer, Commissioner
Rebekah Capron	Merced HSA

Members Absent:

Alexandra Heidebach	Consumer
Ashley Lynne Gregory	Consumer
Debby Perez	Consumer
Ericka Peterson, DrPH	Merced County Head Start
Humberto Carrillo	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Bajaras-Iniguez	Consumer Advocate
Lupe Chavez	Consumer
Margaret O'Shea	Consumer
Martha Rubbo	Consumer
Melissa Raya	Natividad Medical Center
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoliniak	Administrative Specialist
Ronita Margain	Community Engagement Director
Veronica Olivarria	Member Services Supervisor
Gabina Villanueva	Member Services Supervisor
Sarah Sanders	Grievance and Quality Manager

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Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:01 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.

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 was action taken.

6. Grievance Report

Sarah Sanders, Grievance and Quality Manager, provided a grievance and appeal overview, provided grievance data for the first 6 months of 2023, and solicited feedback.

MSAG member reported hearing from Alliance members they were provided a phone number for a mental health provider and upon calling, learned the provider is not taking new patients. Several individuals were then discouraged and did not take further action. The Alliance will communicate with Carelon, the Alliance's behavioral services provider, regarding Alliance members receiving stale provider information.

Carelon grievances are not captured in the Alliance's grievance report. The Alliance receives and reviews Carelon grievances on a quarterly basis. MSAG member proposed inviting Carelon to a future MSAG meeting. The Alliance's Care Management team meets with

Carelon and the meeting can be used to address challenges for a member trying to access care.

MSAG member expressed concern around Alliance members fearing retaliation from provider due to filing a grievance. The Alliance is able to assist members trying to find a new provider.

Alliance members who file a grievance or feedback directly to a provider is encouraged to file with the Alliance as well.

MSAG member enquired about the accessibility of filing a grievance. The Call Center is available during business hours and the form on the Alliance website is available 24/7. The Alliance website has accessibility features and the link to the grievance form is capitalized and available in multiple places. Website feedback is welcomed.

MSAG member enquired about hearing feedback from more Alliance members, especially members who may not be proactive in sharing their feedback. The Alliance engages members at community outreach events and through a post call survey for calls to the call center.

MSAG member voiced concern around members not having the language or education around diagnoses, especially new life-changing diagnoses. Commissioner Espinoza added life-changing diagnoses mean a new reality and often being lost and enquired about access to information while being sensitive to timing and without breaching privacy. MSAG member proposed having outside resources available and including 800 numbers in Member Newsletter. The Alliance's Call Center connects members to the Care Management team and provides resources as appropriate the information the member provides during the call. The Care Management team helps members walk through new diagnoses and can help in provider offices. The Alliance will brainstorm ideas for having detailed information about life-changing diagnoses available.

Care Management team is utilizing population health risk factors to try to capture members who may benefit from additional assistance from health education to Enhanced Care Management who may not call in to the Alliance.

MSAG member enquired about providers thinking about health education. MSAG members proposed education to the provider network, education to all staff including office staff, and physical flyers in provider waiting areas.

Care Management will present at next MSAG meeting per MSAG member interest.

7. Member Services Advisory Group in 2024

Ronita Margain, Community Engagement Director, provided an overview of Member Services Advisory Group in 2024 and solicited feedback regarding MSAG meeting dates and times.

MSAG members stated the current meeting date and time is suitable.

The November 9, 2023 MSAG meeting will include a location in Mariposa County and in San

Benito County in accordance with the service delivery area expansion that will begin January 1, 2024. The Alliance will begin recruiting MSAG members from Mariposa County and San Benito County in early 2024.

MSAG members requested receiving Alliance brand assets.

Adjourn:

Chairperson Beleutz adjourned the meeting of August 10, 2023 at 11:13 a.m. to Thursday, November 9, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist



Non-Discrimination Statement and Taglines

Central California Alliance for Health (the Alliance) complies with all applicable state and federal civil rights laws and does not unlawfully discriminate, exclude people, or treat them differently because of sex, race, color, religion, ancestry, national origin, ethnic group identification, age, mental disability, physical disability, medical condition, genetic information, marital status, gender, gender identity, or sexual orientation.

English Tagline

ATTENTION: If you need help in your language call 1-800-700-3874 (TTY: 1-800-735-2929). Aids and services for people with disabilities, like documents in braille and large print, are also available. Call 1-800-700-3874 (TTY: 1-800-735-2929). These services are free of charge.

(Arabic) الشعار بالعربية

يُرجى الانتباه: إذا احتجت إلى المساعدة بلغتك، فاتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). تتوفر أيضًا المساعدات والخدمات للأشخاص ذوي الإعاقة، مثل المستندات المكتوبة بطريقة بريل والخط الكبير. اتصل بـ 1-800-700-3874 (TTY: 1-800-735-2929). هذه الخدمات مجانية.

Հայերեն պիտակ (Armenian)

ՈՒՇԱԴՐՈՒԹՅՈՒՆ: Եթե Ձեզ օգնություն է հարկավոր Ձեր լեզվով, զանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Կան նաև օժանդակ միջոցներ ու ծառայություններ հաշմանդամություն ունեցող անձանց համար, օրինակ՝ Բրայլի գրատիպով ու խոշորատառ տպագրված կրթեր: Չանգահարեք 1-800-700-3874 (TTY: 1-800-735-2929): Այդ ծառայություններն անվճար են:

ប្រាសាទខ្មែរជាភាសាខ្មែរ (Cambodian)

ចំណាំ: បើអ្នក ត្រូវ ការជំនួយ ជាភាសា របស់អ្នក សូម ទូរស័ព្ទទៅលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ ជំនួយ និង សេវាកម្ម សម្រាប់ ជនពិការ ដូចជាឯកសារសរសេរជាអក្សរធំ សម្រាប់ជនពិការភ្នែក ឬឯកសារសរសេរជាអក្សរពុម្ពធំ ក៏អាចរកបានផងដែរ។ ទូរស័ព្ទមកលេខ 1-800-700-3874 (TTY: 1-800-735-2929)។ សេវាកម្មទាំងនេះមិនគិតថ្លៃឡើយ។

简体中文标语 (Chinese)

请注意：如果您需要以您的母语提供帮助，请致电 1-800-700-3874 (TTY: 1-800-735-2929)。另外还提供针对残疾人士的帮助和服务，例如盲文和需要较大字体阅读，也是方便取用的。请致电 1-800-700-3874 (TTY: 1-800-735-2929)。这些服务都是免费的。

(Farsi) مطلب به زبان فارسی

توجه: اگر می‌خواهید به زبان خود کمک دریافت کنید، با 1-800-700-3874 (TTY: 1-800-735-2929) تماس بگیرید. کمک‌ها و خدمات مخصوص افراد دارای معلولیت، مانند نسخه‌های خط بریل و چاپ با حروف بزرگ، نیز موجود است. با 1-800-700-3874 (TTY: 1-800-735-2929) تماس بگیرید. این خدمات رایگان ارائه می‌شوند.

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Non-Discrimination Statement and Taglines



हिंदी टैगलाइन (Hindi)

ध्यान दें: अगर आपको अपनी भाषा में सहायता की आवश्यकता है तो 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। अशक्तता वाले लोगों के लिए सहायता और सेवाएं, जैसे ब्रेल और बड़े प्रिंट में भी दस्तावेज़ उपलब्ध हैं। 1-800-700-3874 (TTY: 1-800-735-2929) पर कॉल करें। ये सेवाएं नि: शुल्क हैं।

Nqe Lus Hmoob Cob (Hmong)

CEEB TOOM: Yog koj xav tau kev pab txhais koj hom lus hu rau 1-800-700-3874 (TTY: 1-800-735-2929). Muaj cov kev pab txhawb thiab kev pab cuam rau cov neeg xiam oob qhab, xws li puav leej muaj ua cov ntawv su thiab luam tawm ua tus ntawv loj. Hu rau 1-800-700-3874 (TTY: 1-800-735-2929). Cov kev pab cuam no yog pab dawb xwb.

日本語表記 (Japanese)

注意日本語での対応が必要な場合は 1-800-700-3874 (TTY: 1-800-735-2929)へお電話ください。点字の資料や文字の拡大表示など、障がいをお持ちの方のためのサービスも用意しています。 1-800-700-3874 (TTY: 1-800-735-2929)へお電話ください。これらのサービスは無料で提供しています。

한국어 태그라인 (Korean)

유의사항: 귀하의 언어로 도움을 받고 싶으시면 1-800-700-3874 (TTY: 1-800-735-2929) 번으로 문의하십시오. 점자나 큰 활자로 된 문서와 같이 장애가 있는 분들을 위한 도움과 서비스도 이용 가능합니다. 1-800-700-3874 (TTY: 1-800-735-2929) 번으로 문의하십시오. 이러한 서비스는 무료로 제공됩니다.

ແທກໄລພາສາລາວ (Laotian)

ປະກາດ: ຖ້າທ່ານຕ້ອງການຄວາມຊ່ວຍເຫຼືອໃນພາສາຂອງທ່ານໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ຍັງມີຄວາມຊ່ວຍເຫຼືອແລະການບໍລິການສໍາລັບຄົນພິການ ເຊັ່ນເອກະສານທີ່ເປັນອັກສອນນູນແລະມິໂຕຟິມໃຫຍ່ ໃຫ້ໂທຫາເບີ 1-800-700-3874 (TTY: 1-800-735-2929). ການບໍລິການເຫຼົ່ານີ້ບໍ່ຕ້ອງເສຍຄ່າໃຊ້ຈ່າຍໃດໆ.

Mien Tagline (Mien)

LONGC HNYOUV JANGX LONGX OC: Beiv taux meih qiex longc mienh tengx faan benx meih nyei waac nor douc waac daaih lorx taux 1-800-700-3874 (TTY: 1-800-735-2929). Liouh lorx jauv-louc tengx aengx caux nzie gong bun taux ninh mbuo wuaaic fangx mienh, beiv taux longc benx nzangc-pokc bun hlou mbiutc aengx caux aamz mborqv benx domh sou se mbenc nzoih bun longc. Douc waac daaih lorx 1-800-700-3874 (TTY: 1-800-735-2929). Naaiv deix nzie weih gong-bou jauv-louc se benx wang-henh tengx mv zuqc cuotv nyaanh oc.

Non-Discrimination Statement and Taglines



ਪੰਜਾਬੀ ਟੈਗਲਾਈਨ (Punjabi)

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਹਾਨੂੰ ਆਪਣੀ ਭਾਸ਼ਾ ਵਿੱਚ ਮਦਦ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਅਪਾਹਜ ਲੋਕਾਂ ਲਈ ਸਹਾਇਤਾ ਅਤੇ ਸੇਵਾਵਾਂ, ਜਿਵੇਂ ਕਿ ਬੋਲ ਅਤੇ ਮੋਟੀ ਛਪਾਈ ਵਿੱਚ ਦਸਤਾਵੇਜ਼, ਵੀ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ 1-800-700-3874 (TTY: 1-800-735-2929). ਇਹ ਸੇਵਾਵਾਂ ਮੁਫਤ ਹਨ।

Русский слоган (Russian)

ВНИМАНИЕ! Если вам нужна помощь на вашем родном языке, звоните по номеру 1-800-700-3874 (линия TTY: 1-800-735-2929). Также предоставляются средства и услуги для людей с ограниченными возможностями, например документы крупным шрифтом или шрифтом Брайля. Звоните по номеру 1-800-700-3874 (линия TTY: 1-800-735-2929). Такие услуги предоставляются бесплатно.

Mensaje en español (Spanish)

ATENCIÓN: si necesita ayuda en su idioma, llame al 1-800-700-3874 (TTY: 1-800-855-3000). También ofrecemos asistencia y servicios para personas con discapacidades, como documentos en braille y con letras grandes. Llame al 1-800-700-3874 (TTY: 1-800-855-3000). Estos servicios son gratuitos.

Tagalog Tagline (Tagalog)

ATENSIYON: Kung kailangan mo ng tulong sa iyong wika, tumawag sa 1-800-700-3874 (TTY: 1-800-735-2929). Mayroon ding mga tulong at serbisyo para sa mga taong may kapansanan, tulad ng mga dokumento sa braille at malaking print. Tumawag sa 1-800-700-3874 (TTY: 1-800-735-2929). Libre ang mga serbisyonang ito.

แท็กไลน์ภาษาไทย (Thai)

โปรดทราบ: หากคุณต้องการความช่วยเหลือเป็นภาษาของคุณ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929) นอกจากนี้ ยังพร้อมให้ความช่วยเหลือและบริการต่าง ๆ สำหรับบุคคลที่มีความพิการ เช่น เอกสารต่าง ๆ ที่เป็นอักษรเบรลล์และเอกสารที่พิมพ์ด้วยตัวอักษรขนาดใหญ่ กรุณาโทรศัพท์ไปที่หมายเลข 1-800-700-3874 (TTY: 1-800-735-2929) ไม่มีค่าใช้จ่ายสำหรับบริการเหล่านี้

Примітка українською (Ukrainian)

УВАГА! Якщо вам потрібна допомога вашою рідною мовою, телефонуйте на номер 1-800-700-3874 (TTY: 1-800-735-2929). Люди з обмеженими можливостями також можуть скористатися допоміжними засобами та послугами, наприклад, отримати документи, надруковані шрифтом Брайля та великим шрифтом. Телефонуйте на номер 1-800-700-3874 (TTY: 1-800-735-2929). Ці послуги безкоштовні.

Khẩu hiệu tiếng Việt (Vietnamese)

CHÚ Ý: Nếu quý vị cần trợ giúp bằng ngôn ngữ của mình, vui lòng gọi số 1-800-700-3874 (TTY: 1-800-735-2929). Chúng tôi cũng hỗ trợ và cung cấp các dịch vụ dành cho người khuyết tật, như tài liệu bằng chữ nổi Braille và chữ khổ lớn (chữ hoa). Vui lòng gọi số 1-800-700-3874 (TTY: 1-800-735-2929). Các dịch vụ này đều miễn phí.

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