

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 10, 2022

10:00 – 11:30 a.m.



Teleconference Meeting

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

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

1. Members of the public wishing to join the meeting may do so as follows:
Join on your computer or mobile app: [Click here to join the meeting](#)

Or call in (audio only) [+1 323-705-3950](tel:+13237053950)..231573368# United States, Los Angeles
Phone Conference ID: 231 573 368#

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 9, 2022 to MSAG@cchah-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. Public comment 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.
3. Mute your phone during presentations to eliminate background noise.
 - a. State your name prior to speaking during comment periods.
 - b. Limit background noise when unmuted (i.e. paper shuffling, cell phone calls, etc.).
 - c. Press *6 to mute or unmute your microphone.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 10, 2022

10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Belezut.** **10:00 a.m.**
 - A. Roll Call

- 2. Approve findings that the state of emergency continues to impact the ability of members to meet safely in person and/or State or local officials continue to impose or recommend measures to promote social distancing.**
 - A. Report: Staff report and recommendation on above topic.

- 3. 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 3 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.

- 4. Comments and announcements by Advisory Group members.**
 - A. Advisory Group members may provide comments and announcements.

- 5. Comments and Announcements by Plan Staff.**
 - A. Plan staff may provide comments and announcements.

Consent Agenda Items:

10:10 a.m.

- 6. Approve Member Services Advisory Group minutes of August 12, 2021.**

- 7. Approve Member Services Advisory Group minutes of November 4, 2021.**

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

Regular Agenda Items:

10:15 a.m.

- 9. 2022 – 2026 Strategic Plan** **10:15 – 10:25 a.m.**

Inform: Ronita Margain, Regional Operations Director, will provide an overview of the Alliance's 2022 – 2026 Strategic Plan.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 10, 2022

10:00 – 11:30 a.m.



10. Member Services Call Center

10:25 – 10:35 a.m.

Inform and Feedback: Gisela Taboada, Member Services Call Center Manager, will provide an overview of the Member Services Call Center and solicit feedback.

11. Member Grievance Overview

10:35 – 10:45 a.m.

Inform: Sarah Sanders, Grievance and Quality Manager, will provide an overview of the member grievance system, trends, and issues.

12. Adjourn

The next meeting of the Member Services Advisory Group, after this February 10, 2022 meeting:

- Santa Cruz – Monterey – Merced
Thursday, May 12, 2022 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.



DATE: February 10, 2022
TO: Member Services Advisory Group
FROM: Ronita Margain, Regional Operations Director
SUBJECT: AB 361 – Brown Act: Teleconferencing Meeting Procedures

Recommendation. Staff recommend the Advisory Group consider making the following findings by majority vote, pursuant to Government Code § 54953 (e) (3), to allow for the Advisory Group to meet remotely through teleconferencing, due to the present state of emergency, under the permissions provided via AB 361:

- (A) The Advisory Group has considered the circumstances of the state of emergency.
- (B) Any of the following exists:
 - (i) The state of emergency continues to impact the ability of members to meet safely in person.
 - (ii) State or local officials continue to impose or recommend measures to promote social distancing.

Summary. AB 361 (Statutes 2021) amended Government Code § 54953 to modify rules requiring the physical presence of members of a public agency for the purposes of conducting a public meeting during declared states of emergency and when state or local officials have imposed or recommended measures to promote social distancing. In order to meet while implementing the permissions provided in AB 361, the Advisory Group must make the above referenced findings by majority vote and must reconsider the circumstances every 30 days.

Background. On September 16, 2021 Governor Newsom signed AB 361 (Rivas) which allows a local agency to use teleconferencing without complying with certain Brown Act requirements as long as notice and accessibility requirements are met, public members are allowed to observe and address the local agency body at the meeting, and the local agency body has a procedure for receiving and swiftly resolving requests for reasonable accommodations.

Under the provisions of AB 361, during a proclaimed state of emergency and when state or local officials have imposed or recommended measures to promote social distancing, a public body may meet via the abbreviated teleconferencing procedures when the public body has determined by majority vote that, as a result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

Discussion. When the Advisory Group last met for its November 4, 2021 meeting, the circumstances regarding COVID and the Omicron variant were not yet present as they currently stand. Since the November meeting, the State has entered a new COVID surge and on December 15, 2021 the Governor issued a new Statewide mask mandate which requires all individuals in California to wear a mask in both indoor public spaces and workplaces. To meet via teleconferencing as permitted by the Brown Act (as amended in AB 361) during a proclaimed state of emergency, the Advisory Group must consider the

current circumstances of the state of emergency and, by majority vote, find that the state of emergency impacts the ability of members to meet safely in person and/or State or local officials continue to impose or recommend measures to promote social distancing.

In order to continue to utilize teleconferencing under these procedures after this meeting and if the state of emergency remains active or state or local officials continue to impose or recommend measures to promote social distancing, the Advisory Group must, no later than 30 days after this meeting and every 30 days thereafter, reconsider the circumstances of the state of emergency.

Fiscal Impact. There is no fiscal impact associated with this agenda item.

Attachments. N/A

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 4, 2021

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

Members Present:

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

Members Absent:

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

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Staff Present:

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

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

1. Call to Order by Chairperson Beleutz.

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

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

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

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

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

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

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

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

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

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

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

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

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

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

6. Office Reopening

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

7. Member Engagement Efforts Discussion

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

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

8. Proposed Dates for 2022

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

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

Adjourn:

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

Respectfully submitted,
Kayla Zoliniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 12, 2021

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

Members Present:

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

Members Absent:

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

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Staff Present:

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

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

1. Call to Order by Chairperson Beleutz.

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

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

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

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

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

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

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

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

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

Action: All consent items approved.

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

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

design, and features.

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

6. Enhanced Care Management and In Lieu of Services Overview

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

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

Jennifer Mockus provided an overview of In Lieu of Services.

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

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

Adjourn:

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

Respectfully submitted,
Kayla Zolinski
Administrative Specialist



<p>2022-2026 Strategic Plan</p> <p>ABOUT THE ALLIANCE</p>	<ul style="list-style-type: none">▪ About the Alliance<ul style="list-style-type: none">• Mission, Vision and Values• Member Demographics• Provider Network <p>2</p>
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ABOUT THE ALLIANCE



- **Regional non-profit Medi-Cal health plan**
 - **Serves nearly 390,000** members in Merced, Monterey and Santa Cruz counties.
 - Governed by a **21-member Board of Commissioners** with representation from each county.
 - Over **500 employees** in three regional offices (Scotts Valley, Salinas and Merced).

3



MISSION, VISION and VALUES

VISION

HEALTHY PEOPLE.
HEALTHY COMMUNITIES.

MISSION

Accessible, quality health care
guided by local innovation.

VALUES



Collaboration:

Working together toward solutions and results.



Equity:

Eliminating disparity through inclusion and justice.



Improvement:

Continuous pursuit of quality through learning and growth.



Integrity:

Telling the truth and doing what we say we will do.

4



ABOUT THE ALLIANCE

Member Demographics

THE ALLIANCE SERVES:

1 out of every 2
Merced County residents.



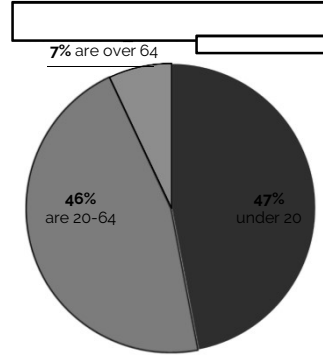
1 out of every 3
Monterey County residents.



1 out of every 4
Santa Cruz County residents.



AGE GROUP (IN YEARS)



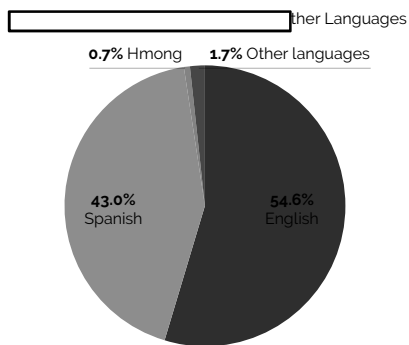
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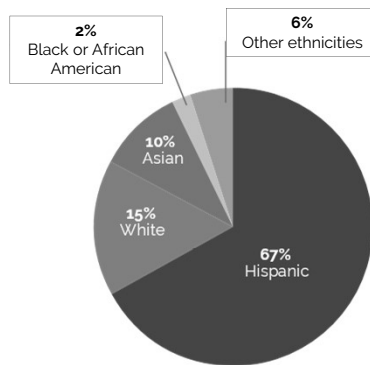
ABOUT THE ALLIANCE

Member Demographics

PREFERRED LANGUAGE



RACE/ETHNICITY



6



ABOUT THE ALLIANCE

Provider Network



- The Alliance's provider network includes more than **11,990 providers**.
- The Alliance partners with **86% of primary care physicians** and **85% of specialists** in its service area.

7



2022-2026 Strategic Plan

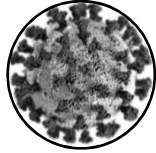
FIVE YEAR STRATEGIC PLAN

- Why a Strategic Plan?
- Strategic Planning Process
- Strategic Priorities and Goals
- 2022 Steps to Advance Goals

8

WHY A STRATEGIC PLAN?

Successfully navigate external challenges and opportunities.



Pandemic response and recovery.



Constrained delivery system capacity.



CalAIM transformation to maximize health.



WHY A STRATEGIC PLAN?

1

High level **plan** to achieve priorities under conditions of uncertainty.

2

Roadmap for future initiatives.

3

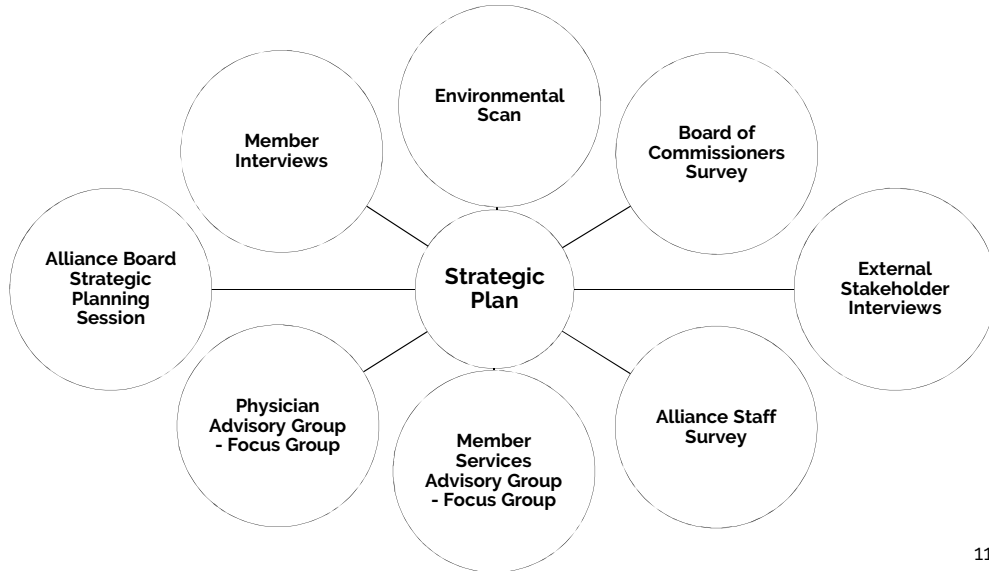
Provides staff, Board, and community with **common focus and perspective.**

4

Aligns action to achieve results.



STRATEGIC PLANNING PROCESS



11



HEALTH EQUITY PRIORITY



Focus: to fully address health inequities, the health care system will need to shift practices and policies that have traditionally benefitted some groups of people and left others out.

- The Alliance will seek to understand root causes of health disparities, particularly those experienced by members who identify as Black, Indigenous and people of color (BIPOC) and;
- Create opportunities for member inclusion in the Plan's decision-making processes to improve organizational policies to yield health equity.

12



HEALTH EQUITY GOALS



Goal 1:

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

Goal 2:

Increase member access to culturally and linguistically appropriate health care.

13



PERSON-CENTERED DELIVERY SYSTEM TRANSFORMATION PRIORITY



Focus: create a system that yields member health through shared decision making and action, rather than a system that simply delivers health care services.

- Center on the people served rather than the services delivered.
- Honor the dignity and self-determination of members.
- Focus on health as the intended result.

14



PERSON-CENTERED DELIVERY SYSTEM TRANSFORMATION GOALS



Goal 1:

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

Goal 2:

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

15



2022 INITIAL STEPS TO ADVANCE GOALS

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

Understand opportunities to resolve root cause disparities in pediatric health.

Increase member access to culturally and linguistically appropriate health care.

Enhance member engagement to gain insights aimed at improving programs, policies and practices.

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

Understand gaps and opportunities to improve the behavioral health system.

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

Improve the model of care for members experiencing homelessness, SMI/SUD and/or who are high utilizers.

16



RESOURCES



- [Link](#) to Strategic Plan brochure.

17





Grievance and Appeal Overview

Sarah Sanders, Grievance and Quality Manager
MSAG
2/10/2022

<p>Grievance Overview 2/10/2022</p>	<p>AGENDA:</p> <ol style="list-style-type: none">1. What is a Grievance or Appeal2. Filing a Grievance or Appeal3. What happens4. Data and Review5. What does the Alliance do?6. Questions
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WHAT IS A **GRIEVANCE** OR **APPEAL**?

Member Grievance

- Complaint about Alliance (or provider) benefits or services: quality of care, quality of service, long wait times, communication issues.

Appeal

- When a member does not agree with an Alliance decision to deny or change services.

State Fair Hearing

- A formal legal process members may request when they do not agree with an individual Appeal decision.

3



HOW **LONG** DO MEMBERS HAVE TO FILE?

Member Grievance

- No time limit. May be reported at any time from the date the issue occurred.

Appeal

- Must be made within sixty (60) days from the denial letter, which is called a Notice of Action (NOA).

State Fair Hearing

- Must be filed within one hundred and twenty (120) days of a Notice of Appeal Resolution (NAR) letter.

4



HOW DOES A MEMBER **FILE**?

Members can file a Grievance or Appeal at the Alliance...

- ✓ By phone
- ✓ Electronically on our website
- ✓ In person
- ✓ In writing

Interpretation and translation services are offered for all formats.

If the grievance involves a medication after 1/1/2022, members must file with DHCS Medi-Cal Rx- By Phone 24hrs a day at 800-977-2273 or via complaint form located [here](#)

5



WHAT **HAPPENS** NEXT?



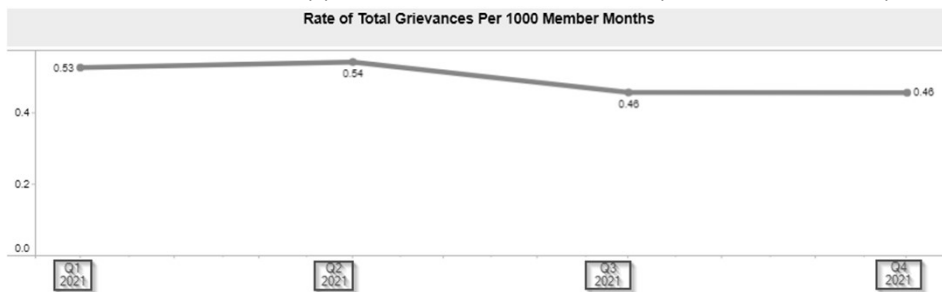
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GRIEVANCE AND APPEALS: 2021

2021	Q1	Q2	Q3	Q4
Total Number	584	612	523	529
Rate Per 1,000 Member Months	0.53	0.54	0.46	0.46

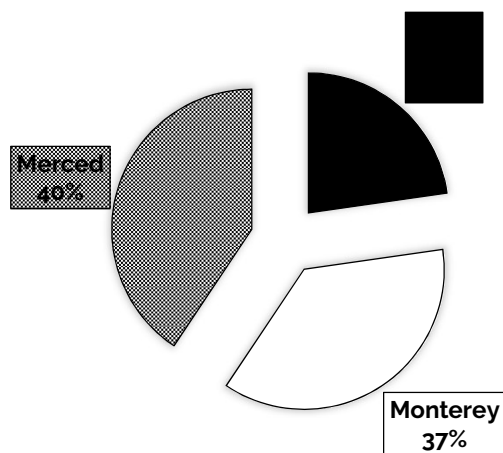
Rate of Grievance and Appeals received: The number per 1,000 member per month



7



GRIEVANCE AND APPEALS DATA by COUNTY

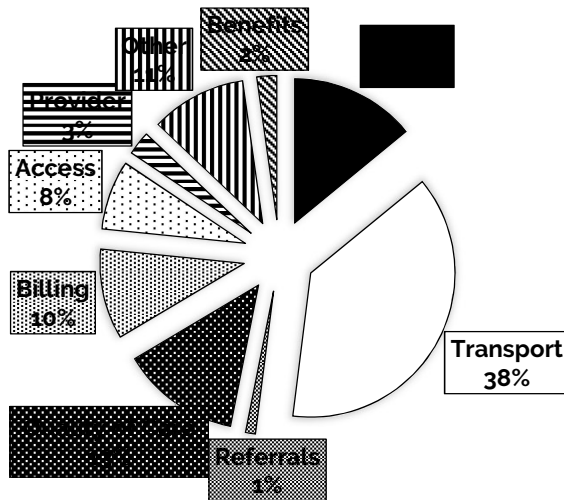


January 1, 2021-
December 31, 2021

8



GRIEVANCE AND APPEALS DATA



During 2021

* 7/1/2021- category types expanded

9



WHAT DOES THE ALLIANCE **DO**?





- Work to resolve individual issue(s):
 - ✓ Complete immediate provider outreach
 - ✓ Provide care or case management support
 - ✓ Complete member or provider education
- Look for trends:
 - ✓ Review for repeat issues
 - ✓ Plan intervention, monitoring or follow-up
- Share progress and feedback with leadership and Alliance committees

10



Our Website has a **New Look** and **New Features!**



-  • Easy viewing on smartphones and tablets.
-  • Perform common tasks:
 - ✓ Replace ID card, update info, change primary doctor.
-  • Find numbers for:
 - ✓ Nurse Advice Line, transportation services, language assistance, Member Services.
-  • Learn tips on health and disease management.
- Switch language to Spanish or Hmong.





Visit us at www.thealliance.health

11



¡Nuestro Sitio Web Tiene un **Nuevo Estilo** y **Nuevas Características!**



- Ahora usted puede:
-  • Obtener acceso al sitio web fácil en su computadora, tableta, o teléfono inteligente.
 -  • Encontrar lo que necesita rápidamente con nuestra herramienta de búsqueda.
 -  • Obtener información sobre los beneficios y la elegibilidad de Medi-Cal.
 -  • Aprender sobre los recursos y los programas de educación de salud de la Alianza.
 - Acceder a los formularios de uso común.







¡Visítenos en thealliance.health!

12



PEB LUB VEV XAIB (WEBSITE) MUAJ QHOV TSHIAB THIAB COV KEV PAB ZOO TSHIAB!



-  • Tam sim no koj tuaj yeem:
-  • Mus cuag tau lub vev xaib saum koj lub khoos phis tawj (computer), tablet lossis koj lub xov tooj ntawm tes.
-  • Nrhiav yam koj xav tau nrawm thaum siv pib lub vev xaib qhov kev pab nrhiav.
-  • Txais tau cov lus pab qhia txog Medi-Cal cov kev pab kho mob uas txais tau thiab kev tsim nyog txais tau.
-  • Kawm txog lub Alliance cov kev pab thiab cov kev pab cuam rau kev noj qab haus huv.
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Mus xyuas pib rau ntawm thealliance.health

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Questions?

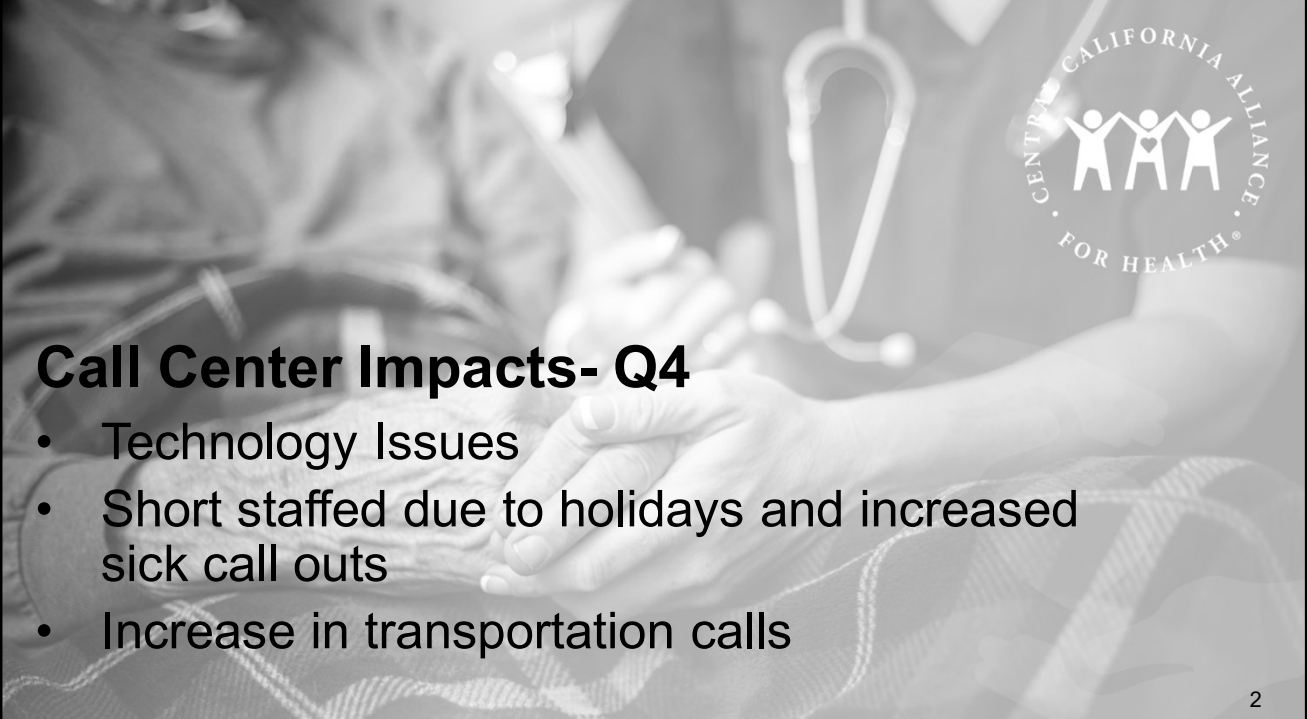
14





Call Center Updates

Member Services Advisory Group
Gisela Taboada, MS Call Center Manager
2/10/2022



Call Center Impacts- Q4

- Technology Issues
- Short staffed due to holidays and increased sick call outs
- Increase in transportation calls

2

Call Center Statistics

- **Number of calls per day:** Call Center staff responded to an average of **852** calls per day for Q4 of 2021. Prior to Q4, the inbound call average was 897 per day in Q3 2021.
 - Week of 11/29, call volume increased to an average of **1,161** per day.
- **Call answering service level:** **62.9%** of inbound calls were answered within 30 seconds. Our goal is to answer 80% of calls within 30 seconds. Our regulatory requirement is to answer calls within 10 minutes.
- **Call abandonment service level:** On average, **88.4%** of calls were answered before being abandoned. Our goal is to answer 95% calls before they are abandoned.
- **What we are hearing from members:** Demographic changes, NMT reservations and General Information requests were the main reasons for calls in Q4

3



Do you have ideas on how to improve the call center?



- We would love to hear feedback!
- We will be hiring temporary help. Do you know anyone?
- Would you like to participate in a member focus group with call center staff?

4



Questions?

5

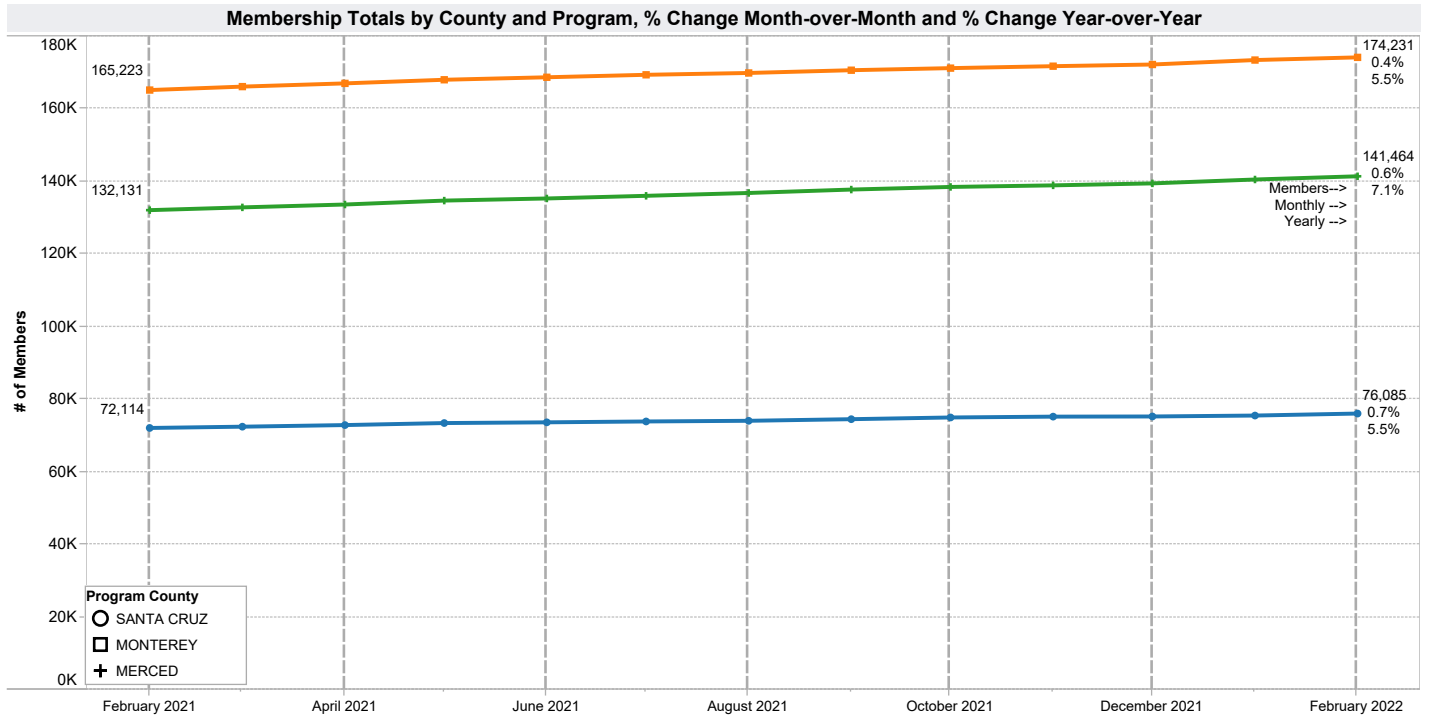


Enrollment Report

Year: 2017 & 2018 County: All Program: IHSS & Medi-Cal
Aid Cat Roll Up: All Data Refresh Date: 2/1/2022



StaticDate
2/1/2021 12:00:00 AM to 2/28/2022 11:59:59 PM



Program..	ProgramCo..	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022
Medi-Cal	SANTA CRUZ	72,114	72,466	72,908	73,466	73,664	73,904	74,088	74,531	75,004	75,235	75,279	75,534	76,085
	MONTEREY	164,694	165,657	166,551	167,554	168,245	168,930	169,423	170,176	170,752	171,287	171,746	172,982	173,721
	MERCED	132,131	132,894	133,685	134,765	135,350	136,083	136,865	137,805	138,527	138,960	139,506	140,577	141,464
IHSS	MONTEREY	529	516	512	505	501	498	509	516	513	515	517	511	510
Total Members		369,468	371,533	373,656	376,290	377,760	379,415	380,885	383,028	384,796	385,997	387,048	389,604	391,780



Q3 2021 Appeals and Grievances: 537

Appeals: 14% (55% in favor of Plan; 45% in favor of Member)
Exempt: 5%
Grievances: 78%
Other: 3% (Inquiries, Duplicates, Withdrawn)

Category Figures

Transportation: 39%
 Inappropriate Care: 15%
 Billing: 9%
 Provider/Staff Attitude: 6%
 Provider Availability: 6%
 Authorization: 3%
 Other: 14%

Analysis and Trends

- ❖ A high percentage of grievances involved transportation issues for late, missed rides to appointments and quality of service issues.
- ❖ No other significant trends noted for grievances in Q3 2021.

Highest Grievances Filed by County

1. Merced: 44%
2. Monterey: 34%
3. Santa Cruz: 22%

Behavioral Health Beacon Grievances:

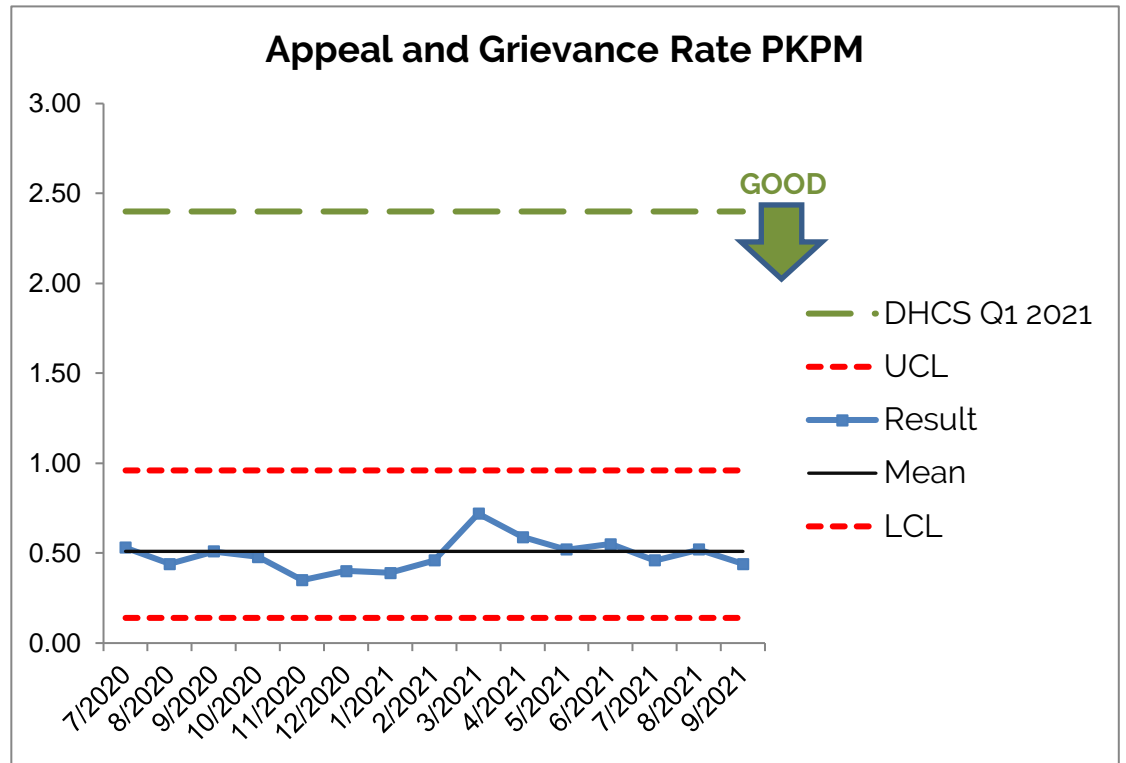
- ❖ Member Grievances: 14

IHSS Summary:

- ❖ Member Grievances: 0

- 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) which represent three (3) standard deviations from mean or average performance.



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
2020 Enrollment	334,394	337,611	337,444	341,861	346,268	350,131	352,983	355,570	358,607	359,810	362,135	364,785
A&G Issues	173	167	141	107	108	162	187	157	183	173	126	146
Rate PKPM*	0.52	0.49	0.42	0.31	0.31	0.46	0.53	0.44	0.51	0.48	0.35	0.40
2021 Enrollment	367,138	369,436	371,493	373,618	376,251	377,718	379,353	380,797	382,949			
A&G Issues	145	170	269	222	195	206	173	197	167			
Rate PKPM*	0.39	0.46	0.72	0.59	0.52	0.55	0.46	0.52	0.44			

*Grievances Per 1,000 Member Month