

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, November 4, 2021

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..144358996#](#) United States, Los Angeles
Phone Conference ID: 144 358 996#
2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, November 3, 2021 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. 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, November 4, 2021

10:00 – 11:30 a.m.



1. Call to Order by Chairperson Beleutz.

10:00 a.m.

A. Introductions

2. Oral Communications.

10:05 a.m.

A. Members of the public and may address the Advisory Group on items not listed on today's agenda, up to a maximum of 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.

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 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.

7. 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.

8. VIP COVID-19 Vaccine Member Incentive

10:15 – 10:35 a.m.

Inform and Feedback: O. Sanchez will share information about the COVID-19 vaccine member incentive the Alliance is offering and request feedback on ideas to promote the incentive.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, November 4, 2021

10:00 – 11:30 a.m.



9. Office Reopening

10:35 – 10:45 a.m.

Inform: R. Margain will provide an update on the reopening of Alliance offices.

10. Member Engagement Efforts Discussion

10:45 – 11:05 a.m.

Inform and feedback: L. Somoza, L. Chagolla, and R. Margain will provide Member Services and Family Advisory Committee updates and solicit feedback about engagement.

11. Proposed Dates for 2022

11:05 – 11:10 a.m.

Thursday, February 10, 2022

Thursday, May 12, 2022

Thursday, August 11, 2022

Thursday, November 10, 2022

12. Adjourn

The next meeting of the Member Services Advisory Group, after this November 12, 2021 meeting:

- Santa Cruz – Monterey – Merced
Thursday, February 10, 2022, 10:00 – 11:30 a.m.
Locations: Videoconference from Alliance Offices in Scotts Valley, Salinas, and Merced

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

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



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Staff Present:

Jennifer Mockus
Kayla Zoliniak
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



DATE: November 4, 2021
TO: Member Services Advisory Group
FROM: Ronita Margain, Regional Operations Director
SUBJECT: AB 361 – Brown Act: Teleconferencing Meeting Procedures

Recommendation. Staff recommends the board make the following findings by majority vote, pursuant to Government Code § 54953 (e) (3), to allow for the continued authority to meet remotely through teleconferencing, due to the present state of emergency, under the permissions provided via AB 361:

- (A) The board has reconsidered 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. The Governor's Executive Order (EO) providing public bodies certain flexibilities related to provisions of the Brown Act which governs public meetings expired on September 30, 2021. However, AB 361 (Statutes 2021) amended Government Code § 54953 to permanently extend teleconferencing flexibilities allowed under the EO during proclaimed states of emergency and 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 board must make the above referenced findings by majority vote and must reconsider the circumstances every 30 days.

Background. On June 11, 2021 Governor Newsom issued Executive Order N-08-21 which rescinded flexibilities provided to the conduct of public meetings related to in-person participation effective September 30, 2021. Thus, absent legislative action, public meetings must be conducted in full compliance with the Brown Act effective October 1, 2021 including the requirement for full physical public access to all teleconference locations from which board members were participating.

On September 16, 2021 the Governor signed AB 361 (Rivas) which allows a local agency to continue to use teleconferencing under the same basic rules as provided in the original EOs when certain circumstances occur and certain findings have been made or adopted by the agency. AB 361 requires that, if the state of emergency remains active for more than 30 days, the agency must make findings by majority vote every 30 days to continue using the bill's exemption to the Brown Act teleconferencing rules.

Under the provisions of AB 361, during a proclaimed state of emergency and state or local officials have imposed or recommended measures to promote social distancing, a public body may meet via teleconferencing when having determined by majority vote that, as a

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.ccah-alliance.org

result of the emergency, meeting in person would present imminent risks to the health or safety of attendees.

Discussion. Given current levels of community transmission, the risk of COVID-19 infection in public settings persists. State and local recommendations regarding masking and in promotion of social distancing also continue.

To continue to meet via teleconferencing as permitted by the Brown Act (as amended in AB 361) during a proclaimed state of emergency, the board must consider the circumstances of the state of emergency and, by majority vote, find 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.

Staff anticipates returning to pre-COVID Brown Act compliant meetings beginning with the first meeting of the MSAG in 2022.

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

Attachments. N/A

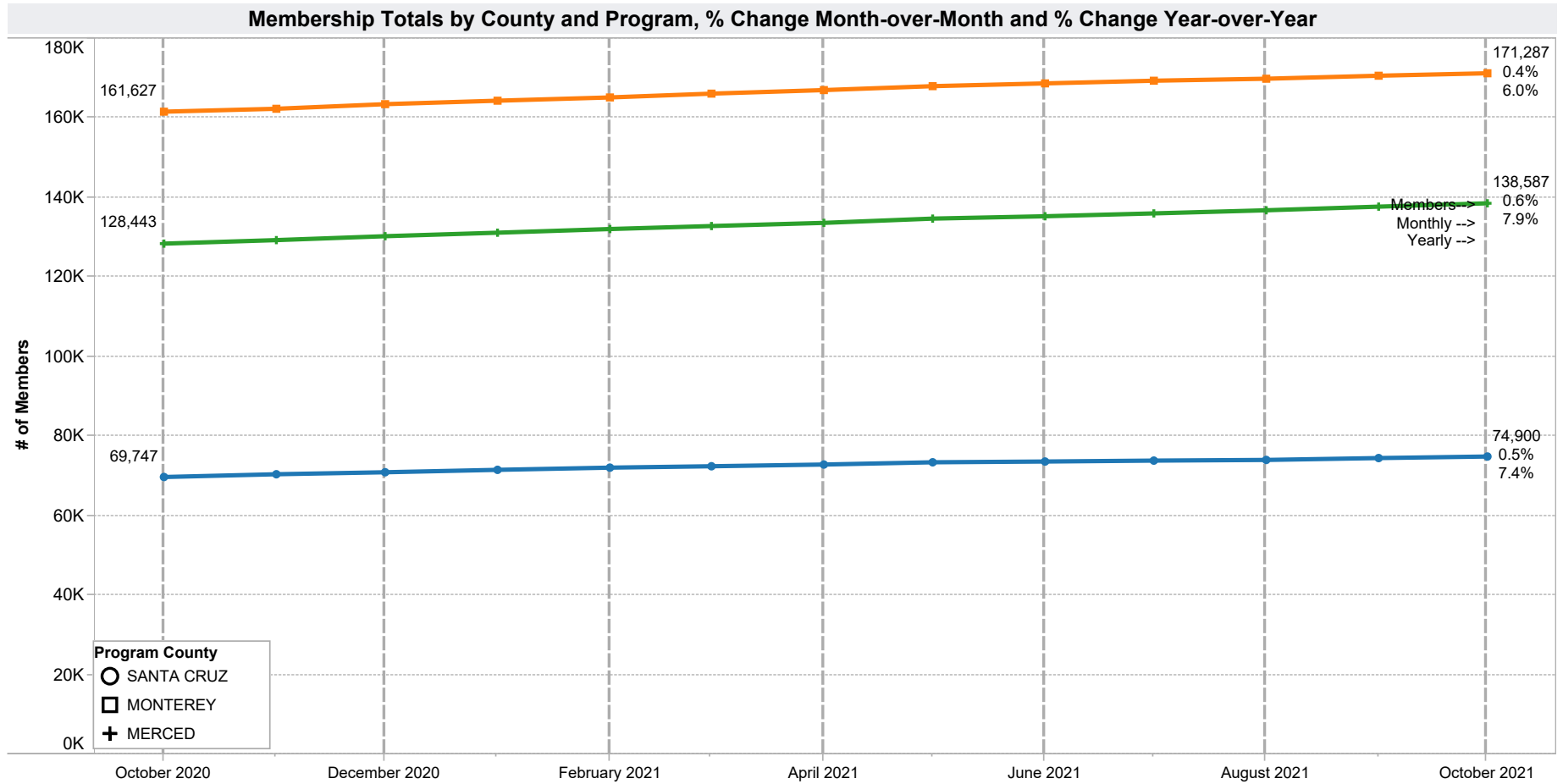
Enrollment Report

Year: 2017 & 2018 County: All Program: IHSS & Medi-Cal
Aid Cat Roll Up: All Data Refresh Date: 10/21/2021



StaticDate

10/1/2020 12:00:00 AM to 10/31/2021 11:59:59 PM



Program..	ProgramCo..	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021
Medi-Cal	SANTA CRUZ	69,747	70,443	70,943	71,552	72,105	72,453	72,884	73,451	73,642	73,875	74,042	74,513	74,900
	MONTEREY	161,073	161,812	162,976	163,852	164,679	165,650	166,544	167,539	168,238	168,917	169,405	170,154	170,775
	MERCED	128,443	129,326	130,310	131,189	132,112	132,866	133,663	134,736	135,324	136,047	136,827	137,745	138,587
IHSS	MONTEREY	554	546	540	537	529	516	512	505	501	498	509	516	512
Total Members		359,817	362,127	364,769	367,130	369,425	371,485	373,603	376,231	377,705	379,337	380,783	382,928	384,774



Member Appeals and Grievance Report

Q2, 2021

Q2 2021 Appeals and Grievances: 623

Appeals: 15% [67% in favor of Plan; 33% in favor of Member]

Exempt Grievances: 5%

Grievances: 79%

Other: 1% [Inquiries, Duplicates, Withdrawn]

Category Figures

Referrals: 1%

Access Issues: 7%

Benefits and Coverage 1%

Quality of Care Issues: 13%

Other: 74%

- ❖ Transportation: 55% of "Other" Category
- ❖ Provider Billing Issues: 11% of "Other" Category
- ❖ Medication Issues: 6% of "Other" Category
- ❖ Communication Issues: 3% of "Other" Category

Analysis and Trends

- ❖ A high percentage of "Other" grievances involved transportation issues for late, missed rides to appointments and quality of service issues
- ❖ Grievances stabilized as members resumed receiving care in the community
- ❖ Access grievances declined to a stabilized rate upon successful agreement with a contracted provider.
- ❖ No other significant trends noted for grievances in Q2 2021.

Highest Grievances Filed by County

1. Merced: 40%
2. Monterey: 37%
3. Santa Cruz: 23%

Behavioral Health Beacon Grievances:

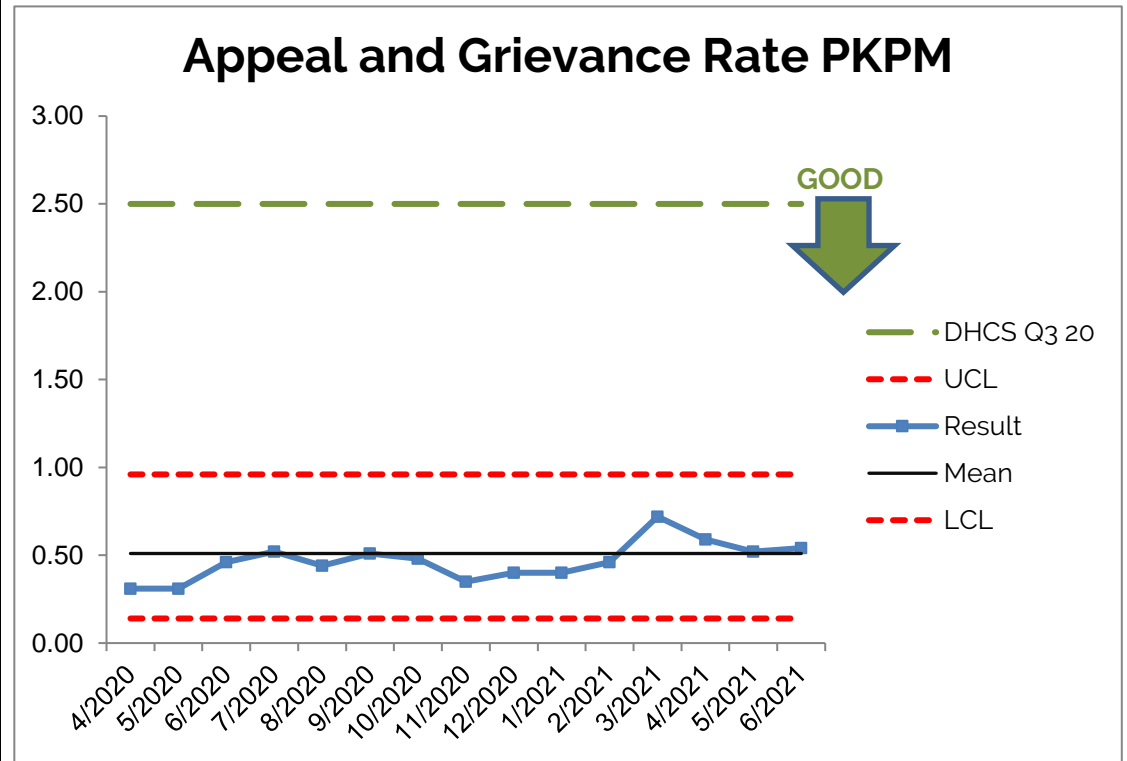
- ❖ Member Grievances: 11

IHSS Summary:

- ❖ Member Grievances: 5

- ☒ 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.



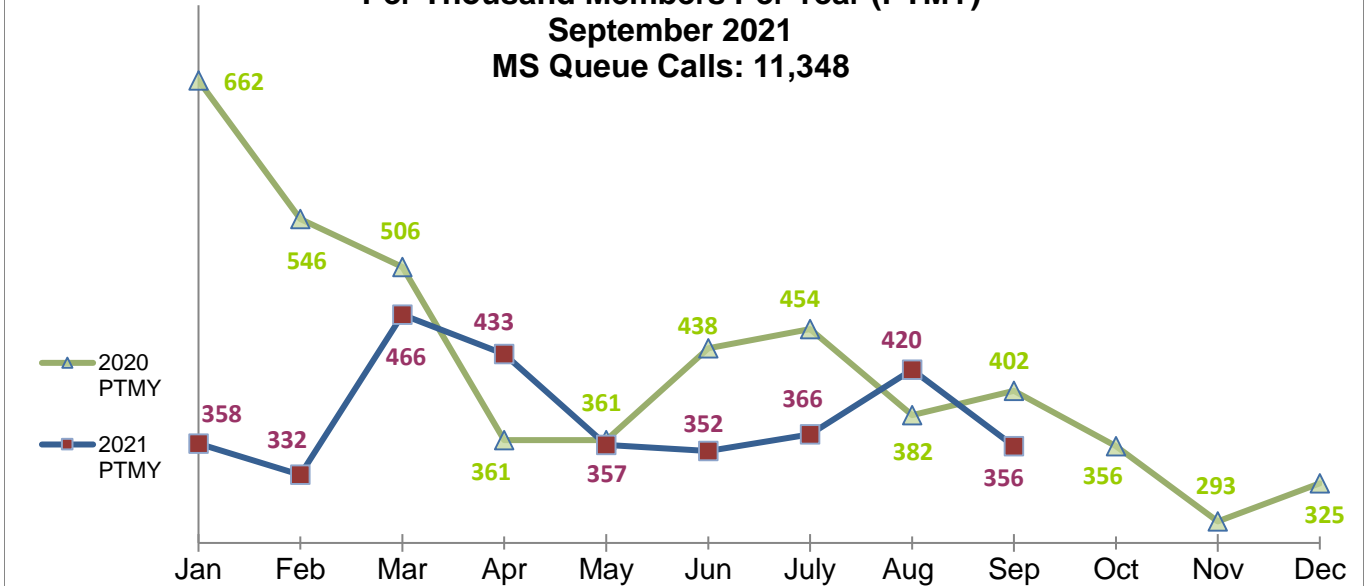
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
2020 Enrollment	334,394	337,611	337,444	341,861	346,268	350,131	352,983	355,570	358,607	360,426	362,625	365,250
A&G Issues	173	167	141	107	108	162	187	157	183	173	126	146
Rate PKPM*	0.52	0.49	0.42	0.31	0.31	0.46	0.53	0.44	0.51	0.48	0.35	0.40
2021 Enrollment	367,090	369,387	371,453	373,561	376,203	377,671						
A&G Issues	145	170	269	222	195	206						
Rate PKPM*	0.40	0.46	0.72	0.59	0.51	0.54						

*Grievances Per 1,000 Member Month



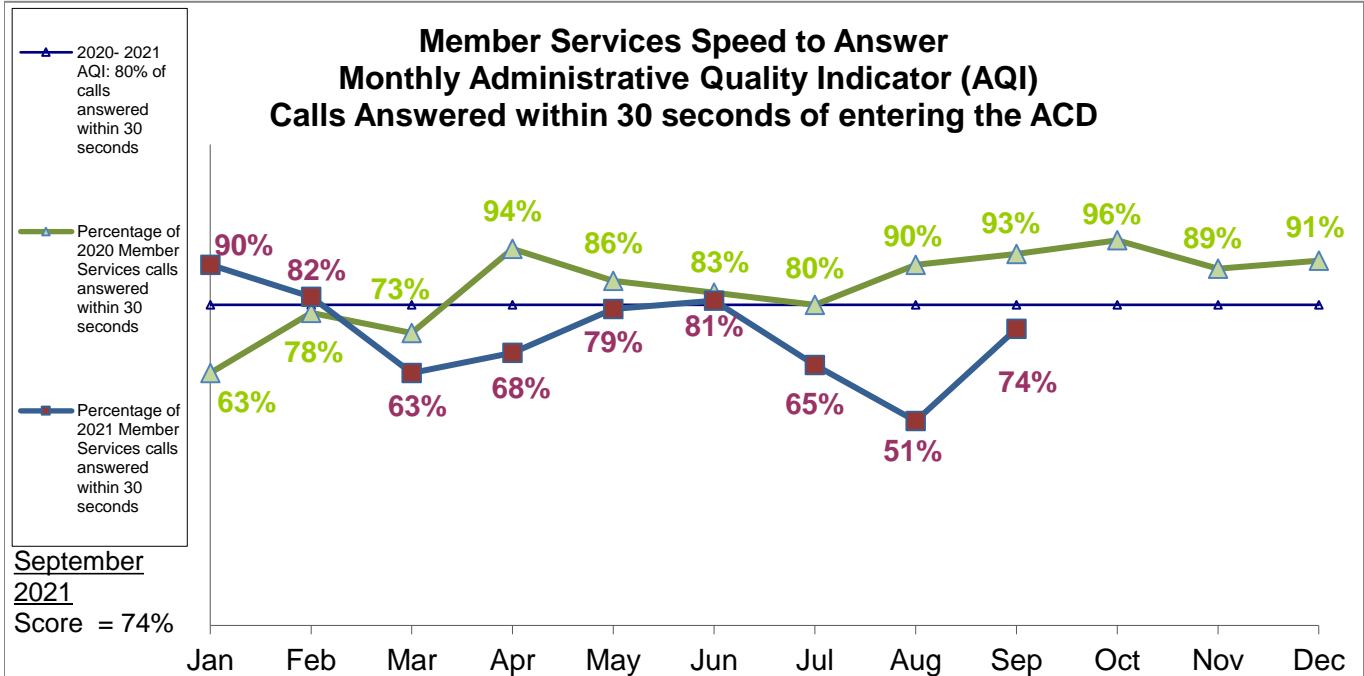
Central California Alliance for Health Member Services Telephone Statistics - 2021/2020

**Member Services Call Volume
Per Thousand Members Per Year (PTMY)
September 2021
MS Queue Calls: 11,348**



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	18,149	15,226	14,031	10,104	10,311	12,655	13,134	11,268	11,954	10,671	8,826	9,809
Rate PTMY	662	546	506	361	361	438	454	382	402	356	293	325
Call Volume	10,921	10,206	14,388	13,459	11,188	11,052	11,546	13,318	11,348			
Rate PTMY	358	332	466	433	357	352	366	420	356			

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

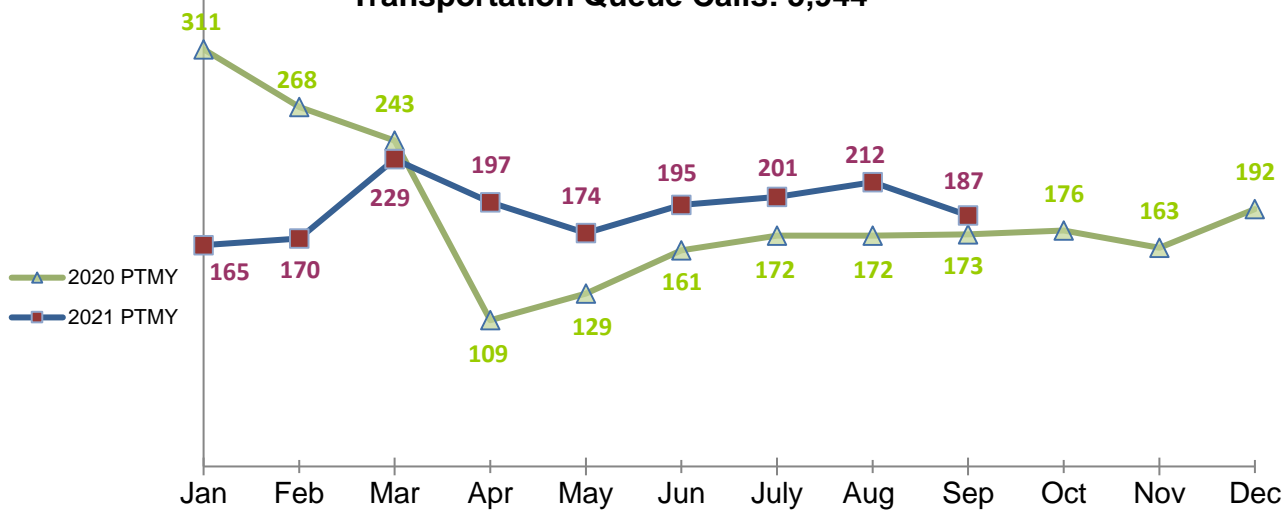


	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AQI	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Actual 2020	63%	78%	73%	94%	86%	83%	80%	90%	93%	96%	89%	91%
Actual 2021	90%	82%	63%	68%	79%	81%	65%	51%	74%			



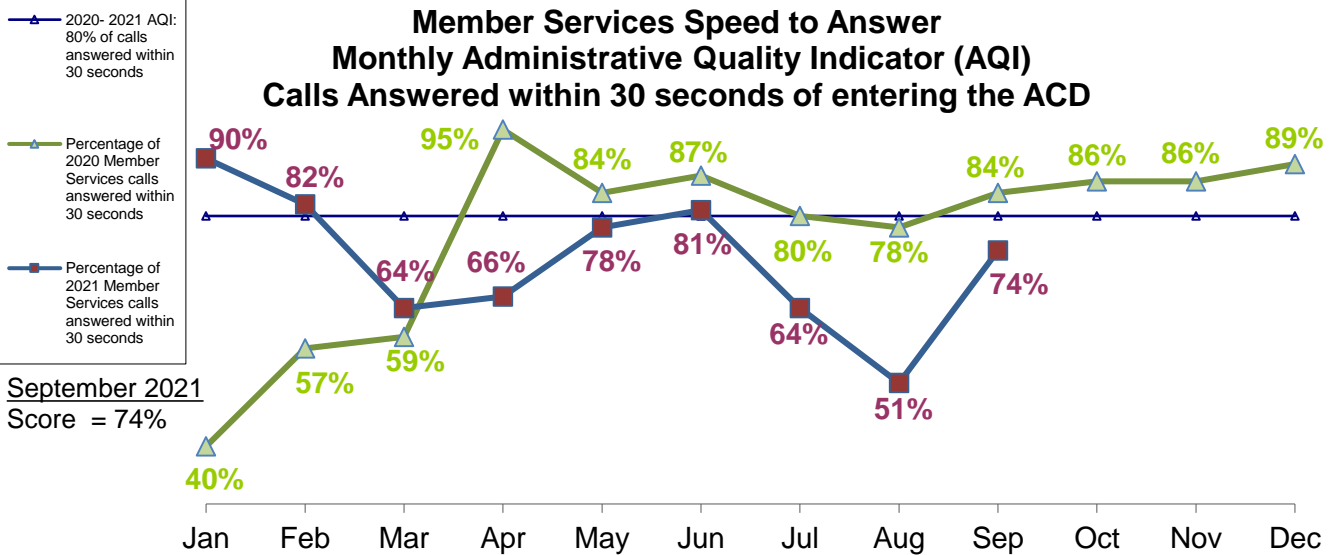
Central California Alliance for Health Member Services Telephone Statistics - 2021/2020

Transportation Call Volume Per Thousand Members Per Year (PTMY) September 2021 Transportation Queue Calls: 5,944



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	8,538	7,467	6,749	3,042	3,659	4,654	4,999	5,065	5,154	5,274	4,913	5,210
Rate PTMY	311	268	243	109	129	161	172	172	173	176	163	192
Call Volume	5,029	5,222	7,060	6,117	5,446	6,132	6,335	6,714	5,944			
Rate PTMY	165	170	229	197	174	195	201	212	187			

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



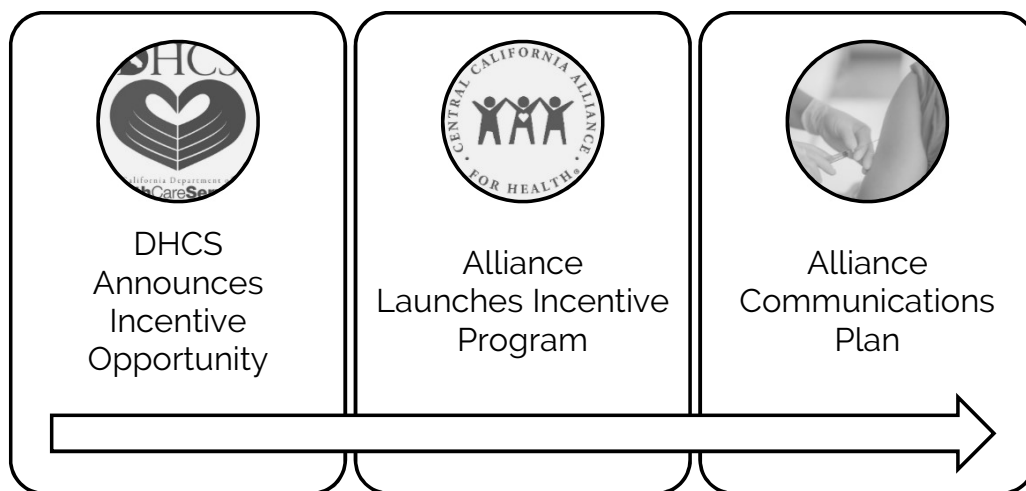
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AQI	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Actual 2020	40%	57%	59%	95%	84%	87%	80%	78%	84%	86%	86%	89%
Actual 2021	90%	82%	64%	66%	78%	81%	64%	51%	74%			



COVID-19 Vaccine Member Incentive

Oscar Sanchez
Member Services Advisory Group
November 4th, 2021

BACKGROUND



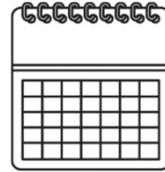
COVID-19 VACCINE **MEMBER INCENTIVE ELIGIBILITY**



Alliance
Members 12
years and older



Receive at least
one dose of the
COVID-19
vaccine



September 1,
2021 – February
28, 2022



\$50 Target Gift
Card



COVID-19 VACCINE **MEMBER INCENTIVE**



Mailed to Home

*Delivered by mail
through vendor 8-12
weeks after approval*



Point-of-Service

*In geographic areas with the
greatest need, lowest vaccination
rates, and harder to reach
populations via Community-
Based Organizations and select
Providers*



COVID-19 VACCINE OUTREACH AND COMMUNICATIONS

- **Outreach Efforts**
 - Public Health, Schools, Community Based Organizations, Alliance outreach, etc.
 - Equity prioritized (communities of color, geographic disparities, younger population)
- **Crush COVID! Media Campaign**
 - Social Media, Radio, Billboards



CRUSH COVID!
Get the facts. Get the vaccine. Get \$50.

The COVID-19 vaccine is safe, effective and approved for everyone ages 12 years and older. Getting the vaccine can help protect you and the people you love from getting seriously ill.

THE ALLIANCE FOR HEALTHY PEOPLE

Alliance members who get a single dose of the COVID-19 vaccine will be mailed a **\$50 TARGET GIFT CARD.**

This member reward is available for all members who get their first or second dose between September 1, 2021 and February 28, 2022.

You will be most protected from COVID-19 if you get all the required vaccines. This means that you should get either:

- One dose of the Johnson & Johnson Janssen vaccine.
- Two doses of the Pfizer vaccine or the Moderna vaccine.

Get your COVID-19 vaccine today! There is no cost to get the vaccine.

Here are 4 ways to get your COVID-19 vaccine:

- Contact your doctor.
- Visit a walk-in clinic near you.
- Visit a pharmacy.
- Make an appointment at www.mytum.ca.gov or call 833-422-4255.

It's okay to have questions. You can contact Member Services at 800-700-3874 (TTY: Dial 800-735-2929 or 711)

HEALTHY PEOPLE. HEALTHY COMMUNITIES.
www.thealliance.health • [f TheAllianceForHealth](https://www.facebook.com/TheAllianceForHealth)



Questions?

