

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 95240-4710
209-381-5300



Dear Alliance or Community Member,

If you are currently experiencing, or have experienced in the past 7 days, fever, cough, and/or shortness of breath, please advise Kayla that you will not attend the meeting in order to ensure the health and safety of all attendees.

Kayla Zoloniak, Administrative Specialist
209-381-5345
MSAG@ccah-alliance.org

Thank you,

Kayla Zoloniak

Administrative Specialist

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www.thealliance.health

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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 95240-4710
209-381-5300



Dear Interested Alliance or Community Member,

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

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

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

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

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

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

Sincerely,
Ronita Margain, Regional Operations Director



Member Services Advisory Group Application

Date: _____ / ____ / ____

Name: _____

Address: _____

No. Street Apt. #

City State Zip

Telephone: (____) _____

E-mail: _____

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

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

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

Signature: _____

Please return this application by mail, fax or email.

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

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MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 12, 2022

10:00 – 11:30 a.m.



Location: In Santa Cruz County:

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

In Monterey County:

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

In Merced County:

Central California Alliance for Health Los Banos Room
530 West 16th Street, Suite B, Merced, CA

Face coverings are required in all Alliance facilities and must be worn throughout the duration of the meeting regardless of vaccination status.

1. Members of the public wishing to observe the meeting remotely via online livestreaming may do so as follows:
 - a. Computer, tablet, or smartphone via Microsoft Teams:
[Click here to join the meeting](#)
 - b. Or by telephone at:
United States: +1 323-705-3950
Phone Conference ID: 239 920 465#
2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the commission or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, May 11, 2022 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.



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MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 12, 2022

10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
 - A. Roll Call
 - B. Supplements and deletions to the agenda

- 2. Oral Communications. 10:05 a.m.**
 - A. Members of the public and may address the Advisory Group on items not listed on today's agenda, up to a maximum of 5 minutes per person, with oral communications time not to exceed 20 minutes in total.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to five minutes per item.

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

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

Consent Agenda Items: 10:10 a.m.

- 5. Approve Member Services Advisory Group minutes of August 12, 2021.**
- 6. Approve Member Services Advisory Group minutes of November 4, 2021.**

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

- 8. Accept 2022 – 2026 Strategic Plan**

Regular Agenda Items: 10:15 a.m.

- 9. Annual Election of Officers of the Advisory Group 10:15 – 10:20 a.m.**
Action: Board will nominate and elect Chairperson and Vice Chairperson.



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MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 12, 2022

10:00 – 11:30 a.m.



10. Member Support Updates

10:20 – 10:35 a.m.

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

11. Member Grievance Overview

10:35 – 10:50 a.m.

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

12. Redetermination Tactics

10:50 – 11:05 a.m.

Inform and Feedback: Luis Somoza, Member Services Director, will provide an overview of and solicit feedback on redetermination tactics.

13. Adjourn

The next meeting of the Member Services Advisory Group, after this May 12, 2022 meeting:

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



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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 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

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.

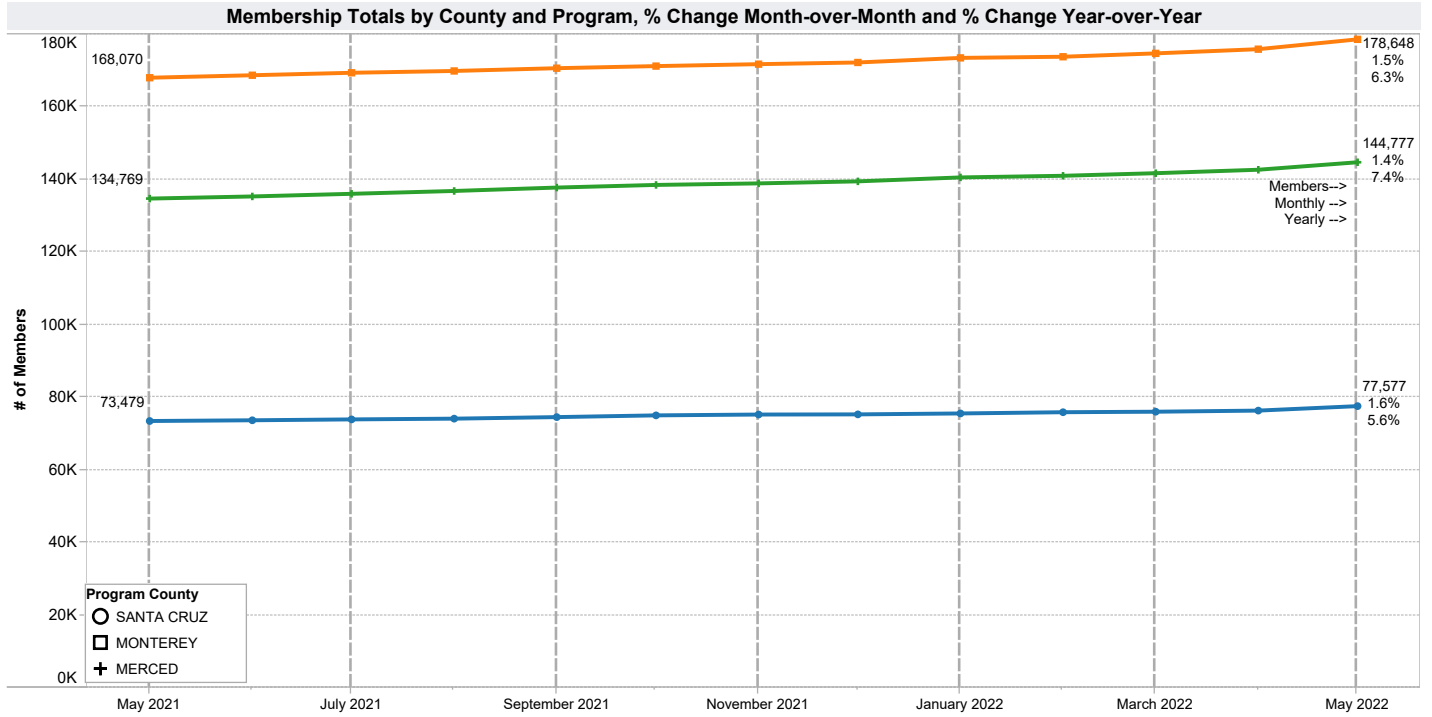
Respectfully submitted,
Kayla Zoliniak
Administrative Specialist

Enrollment Report

Year: 2017 & 2018 County: All Program: IHSS & Medi-Cal
 Aid Cat Roll Up: All Data Refresh Date: 5/2/2022



StaticDate
 5/1/2021 12:00:00 AM to 5/31/2022 11:59:59 PM



Program..	ProgramCo..	May 2021	Jun 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022
Medi-Cal	SANTA CRUZ	73,479	73,679	73,921	74,127	74,553	75,032	75,260	75,304	75,560	75,900	76,040	76,345	77,577
	MONTEREY	167,565	168,254	168,936	169,424	170,179	170,762	171,291	171,756	173,025	173,341	174,192	175,311	177,998
	MERCED	134,769	135,357	136,084	136,865	137,805	138,531	138,955	139,514	140,599	141,051	141,764	142,715	144,777
IHSS	MONTEREY	505	501	498	509	516	513	515	517	511	511	589	625	650
Total Members		376,318	377,791	379,439	380,925	383,053	384,838	386,021	387,091	389,695	390,803	392,585	394,996	401,002



Q4 2021 Appeals and Grievances: 529

Appeals: 12% [63% in favor of Plan; 37% in favor of Member]

Exempt: 4%

Grievances: 80%

Other: 4% [Inquiries, Duplicates, Withdrawn]

Category Figures

Transportation: 43%

Quality of Care: 12%

Billing: 11%

Provider/Staff Attitude: 6%

Provider Availability: 4%

Authorization: 2%

Other: 22%

Analysis and Trends

- ❖ A high percentage of grievances involved transportation issues for late, missed rides and quality of service issues.
- ❖ No other significant trends noted for grievances in Q4 2021.

Highest Grievances Filed by County

1. Merced: 42%
2. Monterey: 39%
3. Santa Cruz: 19%

Behavioral Health Beacon Grievances:

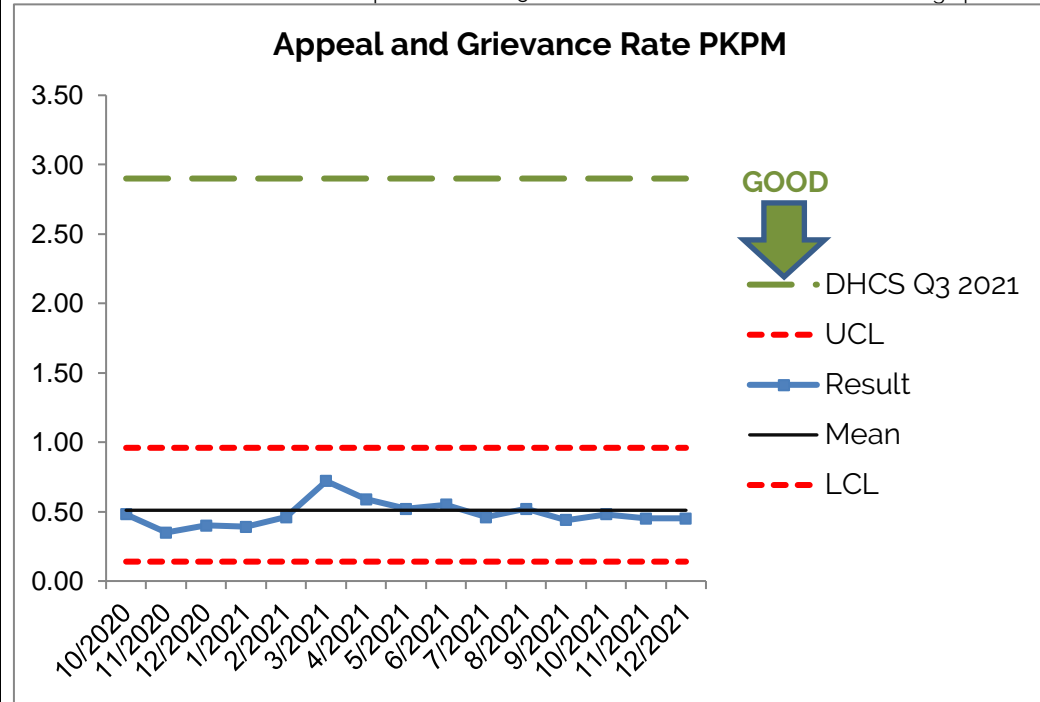
- ❖ Member Grievances: 10

IHSS Summary:

- ❖ Member Grievances: 4

- In Control
- Not in Control

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



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
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	369,438	371,533	373,656	376,289	377,759	379,413	380,883	383,027	384,795	385,980	387,028
A&G Issues	145	170	269	222	195	206	173	197	167	184	172	173
Rate PKPM*	0.39	0.46	0.72	0.59	0.52	0.55	0.46	0.52	0.44	0.48	0.45	0.44

*Grievances Per 1,000 Member Month



2022-2026 Strategic Plan

1

<p>2022-2026 Strategic Plan</p> <h2>ABOUT THE ALLIANCE</h2>	<ul style="list-style-type: none">▪ About the Alliance<ul style="list-style-type: none">• Mission, Vision and Values• Member Demographics• Provider Network
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2

2

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



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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



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.

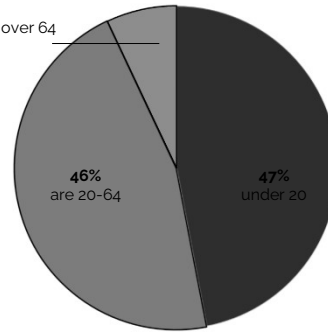


1 out of every 4
Santa Cruz County residents.



AGE GROUP (IN YEARS)

7% are over 64



5



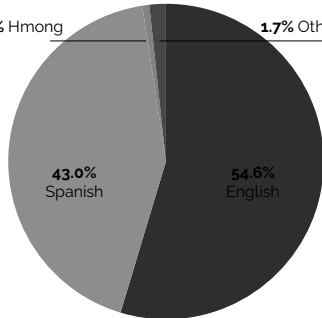
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ABOUT THE ALLIANCE

Member Demographics

PREFERRED LANGUAGE

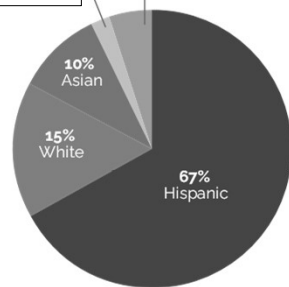
0.7% Hmong



RACE/ETHNICITY

2% Black or African American

6% Other ethnicities



6



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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.



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2022-2026 Strategic Plan

FIVE YEAR STRATEGIC PLAN

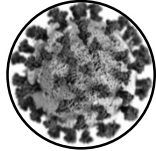
- Why a Strategic Plan?
- Strategic Planning Process
- Strategic Priorities and Goals
- 2022 Steps to Advance Goals

8

8

WHY A STRATEGIC PLAN?

Successfully navigate external challenges and opportunities.



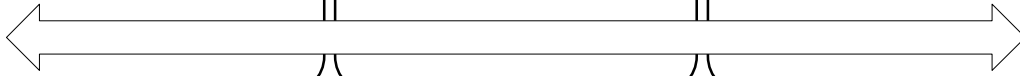
Pandemic response and recovery.



Constrained delivery system capacity.



CalAIM transformation to maximize health.



WHY A STRATEGIC PLAN?

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

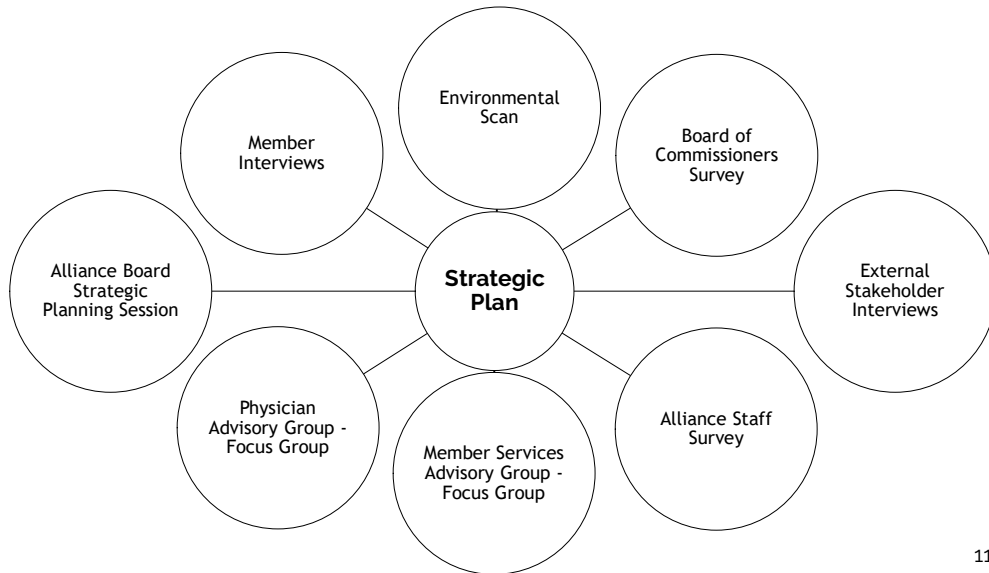
2 **Roadmap** for future initiatives.

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

4 **Aligns** action to achieve results.



STRATEGIC PLANNING PROCESS



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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



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



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.

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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.



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.



RESOURCES



- **Link** to Strategic Plan brochure.

Link: <https://thealliance.health/about-the-alliance/strategic-plan-2022-2026/>

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Member Support Updates

Member Services Advisory Group
 Gisela Taboada, MS Call Center Manager
 May 12, 2022


1

What we do: Member Services Call Center



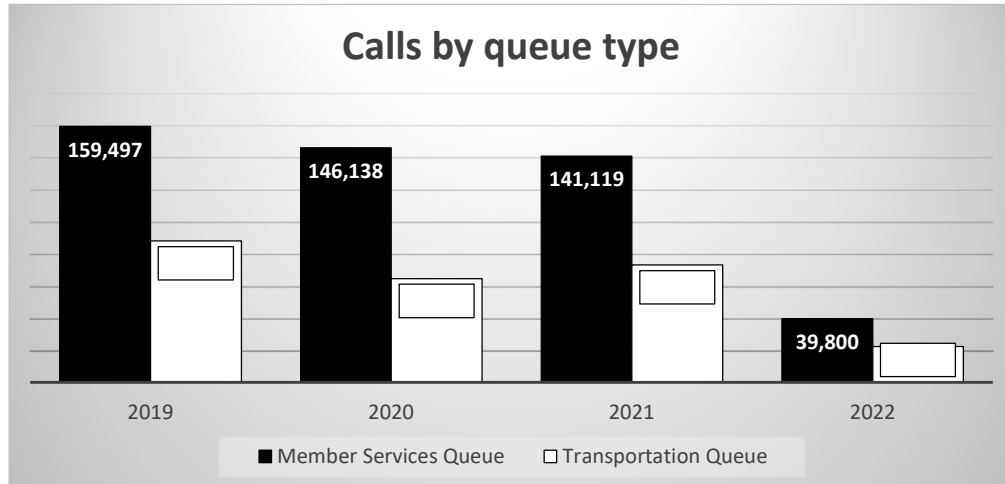
We help members get started with their Alliance health plan, find a doctor, answer questions about their health care coverage and provide resources to learn how to be healthy.

Healthy people, healthy communities is the vision we work towards every day!



2

Call Center Statistics:



3



3

We look forward to serving more members face to face in a safe environment, and we applaud staff who embodied our value of **collaboration** to make this happen.

We are open for member walk-ins

4



4

Feedback?

5





Grievance and Appeal Overview

Sarah Sanders, Grievance and Quality Manager
MSAG
5/12/2022

<p>Grievance Overview</p> <p>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



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



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



5

WHAT **HAPPENS** NEXT?



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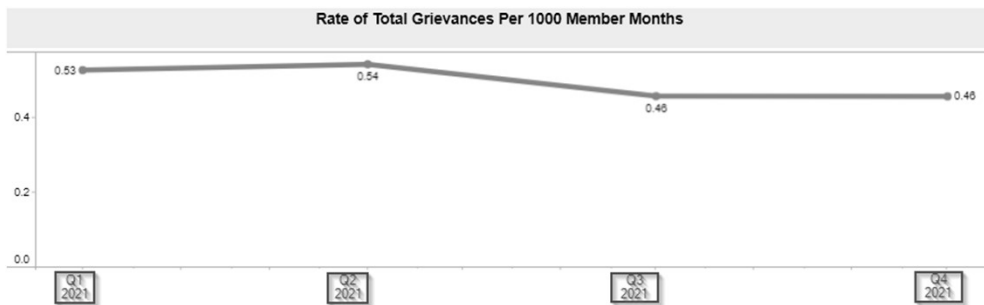


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GRIEVANCE AND APPEALS: 2021

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

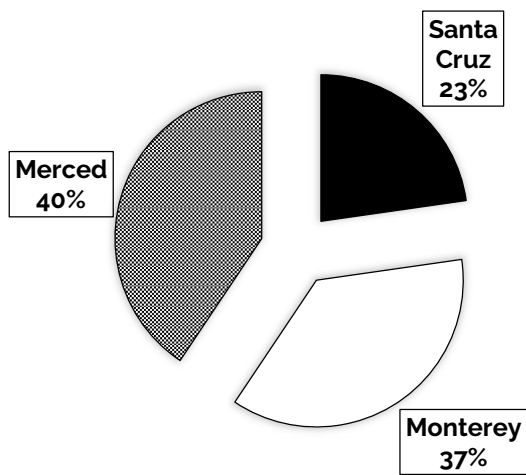


7



7

GRIEVANCE AND APPEALS DATA by COUNTY



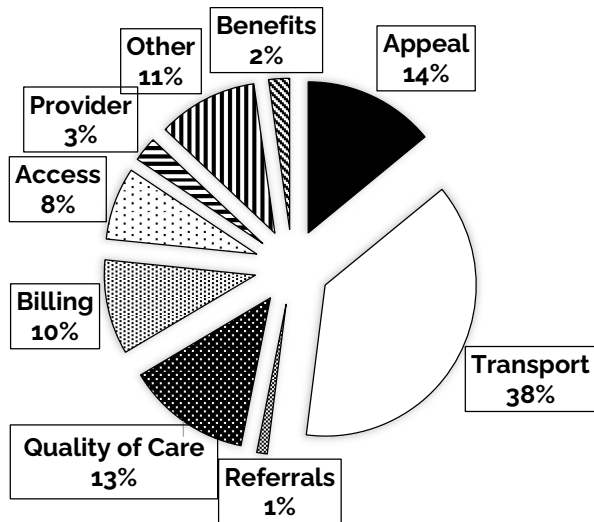
January 1, 2021-
December 31, 2021

8



8

GRIEVANCE AND APPEALS DATA



During 2021

* 7/1/2021- category types expanded

9



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



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

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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



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 toj ntawm tes.



- Nrhiav yam koj xav tau nrawm thaum siv peb 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.

- Mus cuag lossis txais tau cov foos uas nquag siv.

Mus xyuas peb rau ntawm thealliance.health

13



13

Questions?

14



14



End of PHE and Redeterminations

Luis Somoza
Member Services Director
5/12/2022

1

COVID-19 Public Health Emergency

- In 2020, the US Dept. of Health and Human Services declared a Public Health Emergency (PHE) in response to COVID-19.
- This allowed special rules to be put in place to allow members to get access and keep their Medi-Cal benefits.

2



2

COVID-19 Public Health Emergency

- Once the PHE ends, counties must restart the full Medi-Cal redetermination process for all members.
- The federal government has committed to giving states at least 60 days notice prior to the end of the PHE.
- Currently, the PHE is slated to end in mid-July.

3



3

COVID-19 Public Health Emergency

- Once the PHE ends, members will start receiving redetermination paperwork in the mail, based on the month their redetermination was up.
- Counties have 14 months to complete their backlog of redeterminations.
- Members have 90 days to submit paperwork.

4



4

COVID-19 Public Health Emergency

- Primarily goal is to ensure members are aware that the redetermination process will resume, so they should expect to receive it in the mail.
- If there has been any changes to a member's contact information, it is important that they contact their local Medi-Cal office to provide the update.

5



5

Alliance Response

- Implementing DHCS-developed flyers and educational materials for members.
- Alliance staff has been providing these materials and reminding members about updating contact information during outreach events.
- Redetermination reminders on the Alliance website and member newsletter.

6



6

Alliance Response

- Alliance staff, in collaboration with County partners are working to implement the following:
 - Direct member outreach, including call and text message campaign.
 - Share updated contact information with the relevant county

7



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Additional Redetermination Information

- You can all support the effort to limit the amount of members who fall off of Medi-Cal.
- DHCS has a site dedicated to this work, and provides supporting materials to help get the word out.
 - <https://www.dhcs.ca.gov/toolkits/Pages/PHE-Outreach-Toolkit.aspx>

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Questions?

