

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 11, 2021

10:00 – 11:30 a.m.



Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, Alliance offices will be closed for this meeting. 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:
 - a. Via computer, tablet or smartphone at:
<https://global.gotomeeting.com/join/388191189>
 - b. Or by telephone: +1 (571) 317-3112 Access Code: 388-191-189
 - c. New to GoToMeeting? Get the app now and be ready when your first meeting starts: <https://global.gotomeeting.com/install/759946981>
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 10, 2021 to the Clerk of the Board at mmiddleton@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.).

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.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

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Thursday, February 11, 2021

10:00 – 11:30 a.m.



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 November 12, 2020.

- Reference materials: Minutes as above.

6. Accept Plan Staff Reports:

- A. Current Enrollment
- B. January 2021 Call Statistics Report
- C. Q3 & 4 2020 Member Grievance Report
- Reference materials: Reports as above.

Regular Agenda Items:

10:15 a.m.

7. Elect Advisory Group Chair

(10:15 – 10:20 a.m.)

Action: Open nominations and elect Chair for 2021

8. Meeting Facilitation Ownership Update

(10:20-10:35 a.m.)

Informational: Dana Marcos, Member Services Director and Ronita Margain, Regional Operations Director will provide an update about MSAG meeting facilitation.

9. Pharmacy Benefit Transition

(10:35 – 10:40 a.m.)

Informational and Feedback: Dana Marcos, Member Services Director will provide an update about the Medi-Cal Rx Carve-out. New implementation date of April 1, 2021.

10. New Member Packet Presentation

(10:40 – 11:00 a.m.)

Informational: Megan Sims, MS Operations Manager to present on the updated New Member Packet

11. Vaccinating Against COVID-19 in our Community

(11:00 – 11:25 a.m.)

Informational and Feedback: Hilary Gillette-Walch, RN, will update on COVID-19 vaccinations.

12. Adjourn



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

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Thursday, February 11, 2021

10:00 – 11:30 a.m.



The next meeting of the Member Services Advisory Group, after this February 11, 2021 meeting:

- Santa Cruz – Monterey – Merced
Thursday, May 13, 2021, 10:00 – 11:30 a.m.
Locations: Videoconference via GoToMeetings

Members of the public interested in attending should call the Alliance at (831) 430-5523 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 www.ccah-alliance.org/boardmeeting.html. 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 Maura Middleton at least 72 hours prior to the meeting at (831) 430-5567. Committee meeting locations in Salinas and Merced are directly accessible by bus, however, until further notice all meetings are being online.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.



SANTA CRUZ – MONTEREY – MERCED MEMBER SERVICES ADVISORY GROUP

Meeting Minutes
Thursday, November 12, 2020
10:00 – 11:30 a.m.

In Santa Cruz County:
Central California Alliance for Health
1600 Green Hills Road, Suite 101, Scotts Valley, California
In Monterey County:
Central California Alliance for Health
950 East Blanco Road, Suite 101, Salinas, California
In Merced County:
Central California Alliance for Health
530 West 16th Street, Suite B, Merced, California

Advisory Group Members Present:

Santa Cruz County:

John Beleutz	Health Projects Center
Alene Smith	Consumer
Candi Walker	Consumer

Monterey County:

Enid Donato	Natividad Medical Center
Humberto Carrillo	Consumer
Elsa Quezada	Commissioner
Julie Edgecomb	Commissioner

Merced County:

Rob Smith	Commissioner
Erika Peterson	Merced County Head Start

Members Absent:

Martha Rubbo	Consumer
Doris Drost	Consumer
Yona Adams	HSA/CareTEAM
Lupe Chavez	Consumer
Ashley Lynne Gregory	Consumer
Alexandra Heidelberg	Consumer
Linda Jenkins	Consumer
Myisha Reed	First 5 Merced County
Rex Resa	Consumer
Linda Villa	Consumer
Silvia Wilson	Monterey County-CalHeers
Vivian Pittman	Consumer
Rebekah Capron	Merced HAS
Michael Molesky	Commissioner

Celeste Armijo
Tamara McKee
Tracy Clark

Monterey Department Social Services
HICAP – Alliance on Ageing
Merced HAS

Support Staff Present:

Dana Marcos
Maura Middleton
Hillary Gillette-Walsh, RN
Deborah Pineda

Member Services Director
Member Services Administrative Assistant
Quality and Population Health Manager
Quality and Health Programs Manager

1. Call to Order by Chairperson Beleutz.

John Beleutz, Chairperson, called the meeting to order at 10:02am. Self-introductions were made.

2. Oral Communications.

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

No members of the public addressed the committee.

3. Comments and announcements by Advisory Group members.

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

No comments from Advisory Group members.

4. Comments and Announcements by Plan Staff.

No comments from Plan Staff.

Consent Agenda Items:

Chairperson Beleutz opened the floor for approval of the Consent Agenda

Action: All consent items approved.

Regular Agenda Items:

Population Needs Assessment (PNA)

Informational: Deborah Pineda, Quality and Health Programs Manager provided an overview of the findings of the Alliance PNA. The purpose of the PNA is to improve health outcomes for members and to ensure the Alliance is meeting member needs. The PNA identifies unique needs of targeted populations, such as seniors and persons with disabilities, children and youth with special health care needs, members with limited English proficiency, and other member groups from diverse cultural and ethnic backgrounds. Based on member data, a member survey, and member committee feedback, key findings of the PNA include the following:

- 75-80% of members reported satisfaction with timely access to care.
- 98% of members were satisfied with the help they received from the Alliance in coordinating care within the last 12 months (PNA survey).
- Members are interested in receiving more information or help from the Alliance regarding afterhours care. Such as, who to call at night when sick?

- Spanish speaking members would like more information and help regarding how to access medical care and Alliance services.
- The use of behavioral health services in 2019 was higher in Santa Cruz County, over Merced and Monterey.
- California Children’s Services (CCS) members under the age of 10 access preventative services at a higher rate than non-CCS members.
- Asian and Hispanic members showed higher rates of accessing care and services over other ethnicity groups.
- Male adolescents, ages 12 – 19 were less likely to have a PCP visit than their female peers.
- Health literacy, or understanding, is a newly identified need. Members would like:
 - Information in a simple, understandable format (e.g. infographic).
 - Opportunities for Alliance benefits to be explained in-person.
 - To better understand terms commonly used, such as “Primary Care Provider; PCP” and “coordination”.

Member Outreach During a Natural Disaster

Hilary Gillette – Walsh, RN, Quality and Population Health Manager presented about the Alliance’s outreach response to recent public emergencies, such as the drinking water crisis in Merced County, wildfire events throughout all counties, and the ongoing COVID pandemic. The goals of Alliance outreach to members during such events is to educate and connect members to needed emergency resources, and inform members that they can safely return to provider visits and resume care. Since April, 2020 the Alliance has reached out to 77,518 members.

Pharmacy Benefit Transition

Dana Marcos, Member Services Director presented about the Medi-Cal Rx Pharmacy Carve-out. Medi-Cal Rx was initially planned to transition on January 1, 2021, but this date has now been extended to a new date of April 1, 2021. The Alliance continues to prepare for this transition of Medi-Cal pharmacy benefits to a single, state-wide Fee for Service (FFS) delivery system. Staff is currently executing a robust member outreach plan to ensure Alliance members understand this transition and know how to access services through a new DHCS Pharmacy Benefits Manager (PBM), Magellan. To educate and inform members about Medi-Cal Rx, the DHCS and the Alliance is conducting member outreach in a variety of ways. The DHCS distributed 90-day and 60-day notices to all Medi-Cal members state-wide and the Alliance will issue a 30-day notice to members. In addition, the following Alliance outreach efforts are underway:

- An educational flyer is in development to be shared with providers and community partners to distribute to members.
- A Medi-Cal Rx article will be included in the Alliance Member Newsletter.
- The Alliance member website will be updated with information about the transition to Medi-Cal Rx, including links to the DHCS website and Magellan PBM.
- The Alliance will post social media information on Facebook that directs members to visit a member-oriented information page.

Proposed Dates for 2021 were accepted as listed below:

- Thursday, February 11, 2021
- Thursday, May 13, 2021
- Thursday, August 12, 2021

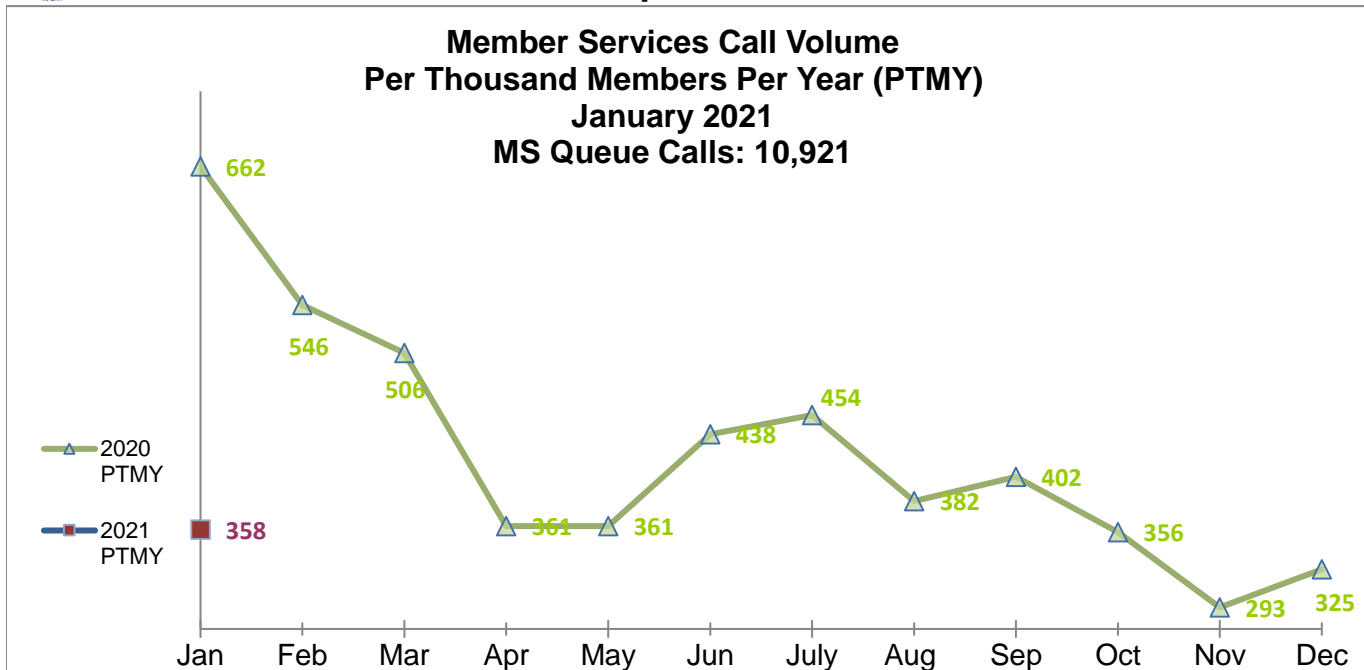
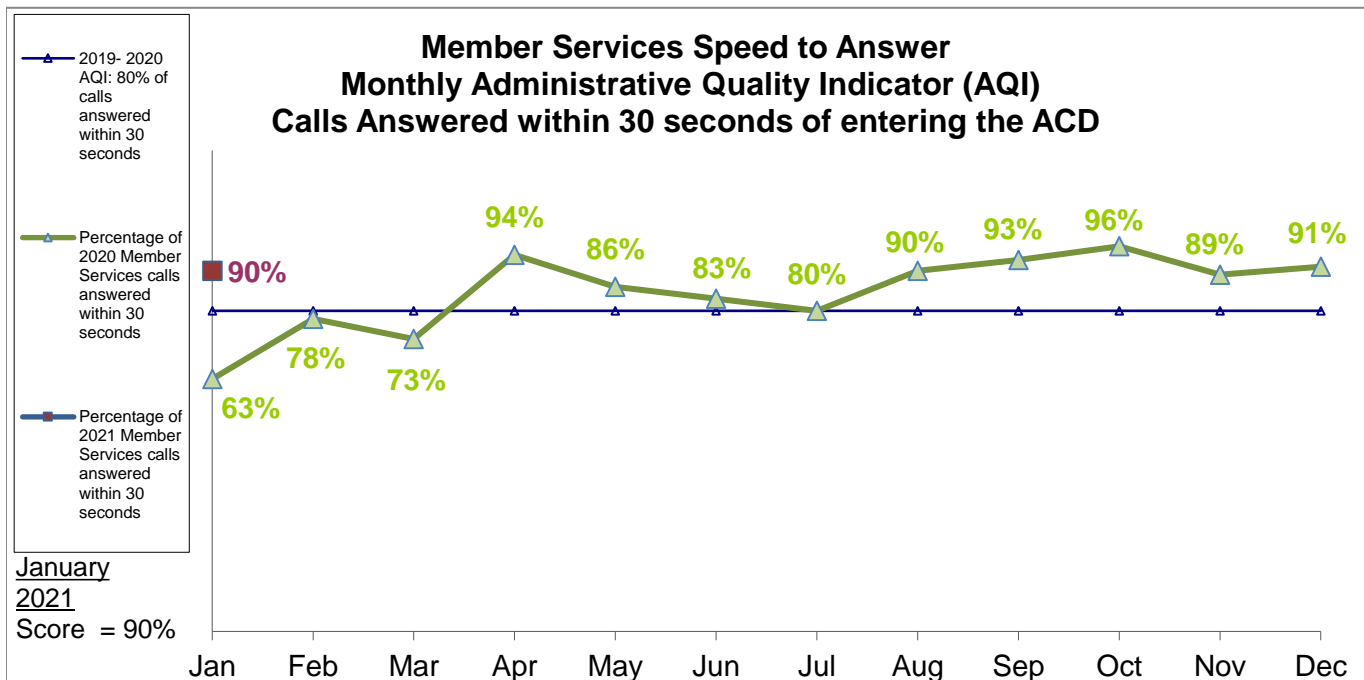
- Thursday, November 4, 2021** *(Thursday, November 11 is Veterans Day and the Alliance will be closed. Therefore we will meet the 1st Thursday of the month instead of the 2nd Thursday of the month.)*

Meeting adjourned at 10:55 a.m.

Respectfully submitted,

Maura Middleton, Clerk of the Advisory Group/Member Services Administrative Assistant

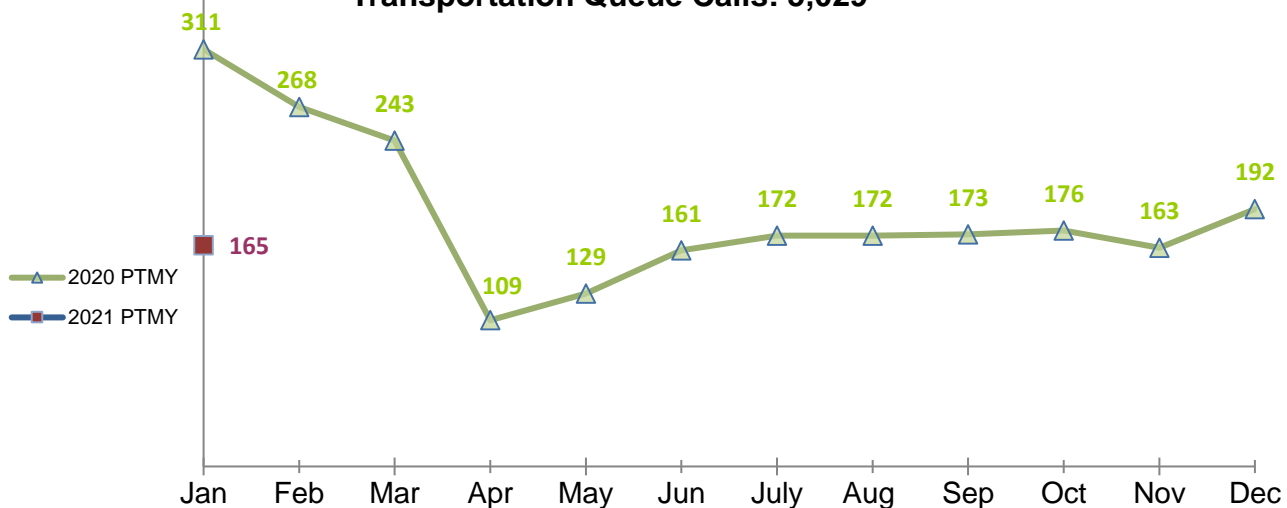
**Central California Alliance for Health
Member Services Telephone Statistics - 2021/2020**

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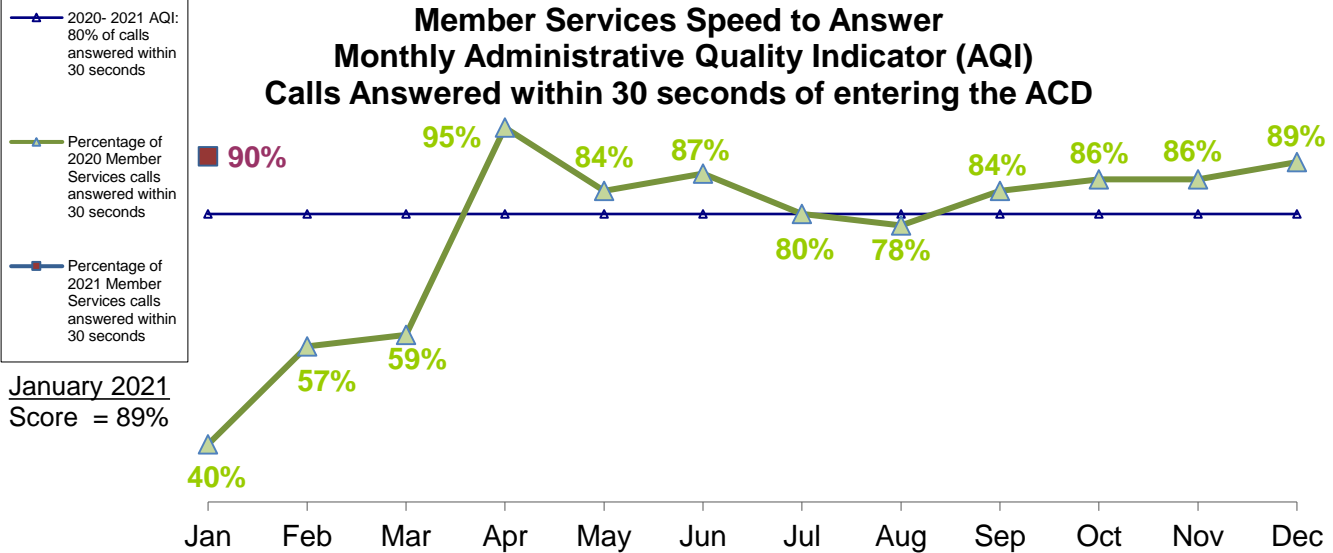
**Central California Alliance for Health
Member Services Telephone Statistics - 2021/2020**

**Transportation Call Volume
Per Thousand Members Per Year (PTMY)
January 2021**

Transportation Queue Calls: 5,029

[illegible]

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



January 2021
Score = 89%

[illegible]



Member Appeals and Grievance Report

Q3, 2020

Q3 2020 Appeals and Grievances: 527

Appeals: 13% (65% in favor of Plan; 35% in favor of Member)
 Exempt Grievances: 3%
 Grievances: 82%
 Other: 2% (Inquiries, Duplicates, Withdrawn)

Category Figures

Referrals: 2%
 Access Issues: 8%
 Benefits and Coverage: 2%
 Quality of Care Issues: 15%
 Other: 70%
 ❖ Transportation: 47% of "Other" Category
 ❖ Provider Billing Issues: 18% of "Other" Category
 ❖ Medication Issues: 6% of "Other" Category
 ❖ Communication Issues: 2% 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 re-stabilized following 3 month COVID 19 shelter in place
- ❖ No significant trends noted for grievances in Q3 2020.

Highest Grievances Filed by County

1. Merced: 40%
2. Monterey: 38%
3. Santa Cruz: 21%

Behavioral Health Beacon Grievances:

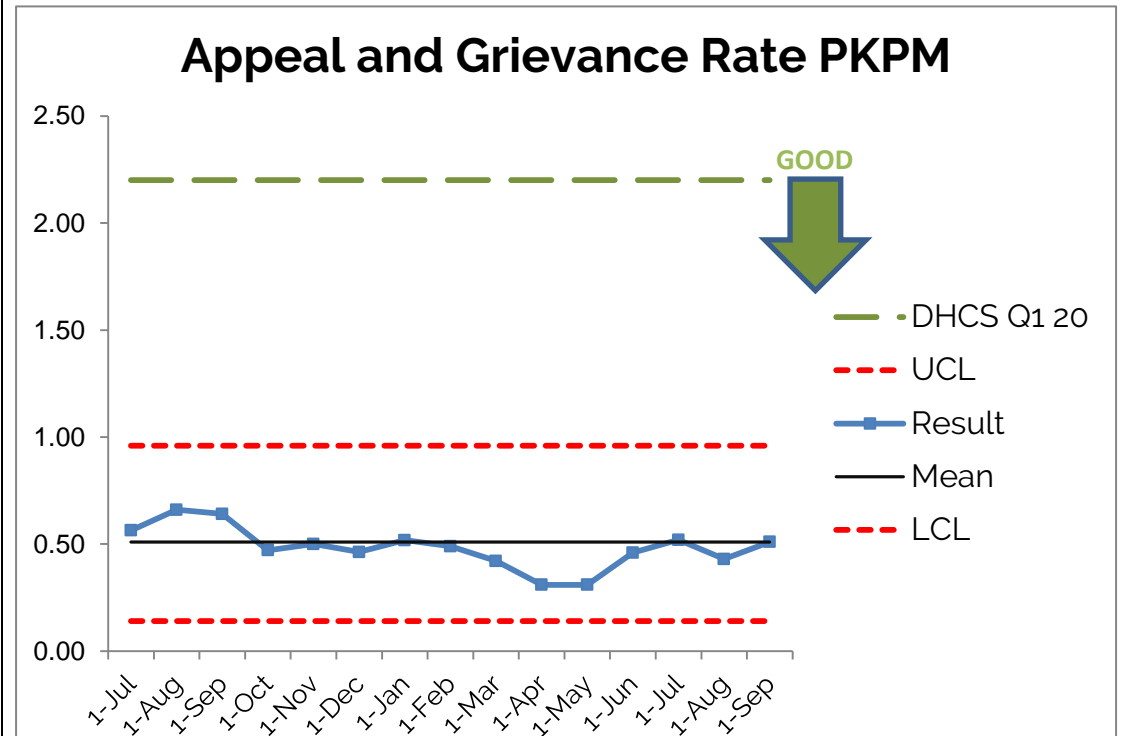
- ❖ Member Grievances: 10

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
2019 Enrollment	343,495	343,060	342,453	343,500	343,242	341,899	338,929	338,408	338,144	337,494	336,610	335,289
A & G Issues	190	200	287	225	214	150	191	223	216	158	168	155
Rate PKPM*	0.55	0.58	0.84	0.66	0.62	0.44	0.56	0.66	0.64	0.47	0.50	0.46
2020 Enrollment	334,394	337,611	337,444	341,607	346,015	349,925	352,808	355,355	358,284			
A&G Issues	173	167	141	107	108	162	187	157	183			
Rate PKPM*	0.52	0.49	0.42	0.31	0.31	0.46	0.52	0.43	0.51			

*Grievances Per 1,000 Member Month



Member Appeals and Grievance Report

Q4, 2020

Q4 2020 Appeals and Grievances: 445

Appeals: 14% [52% in favor of Plan; 48% in favor of Member]
 Exempt Grievances: 4%
 Grievances : 77%
 Other: 3% [Inquiries, Duplicates, Withdrawn]

Category Figures

Referrals: 4%
 Access Issues: 6%
 Benefits and Coverage: 3%
 Quality of Care Issues: 15%
 Other: 69%
 ❖ Transportation: 56% of "Other" Category
 ❖ Provider Billing Issues: 28% of "Other" Category
 ❖ Medication Issues: 9% 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 stable with a dip in volume toward the end of the year.
- ❖ No significant trends noted for grievances in Q4 2020.

Highest Grievances Filed by County

1. Monterey: 39%
2. Merced: 31%
3. Santa Cruz: 30%

Behavioral Health Beacon Grievances:

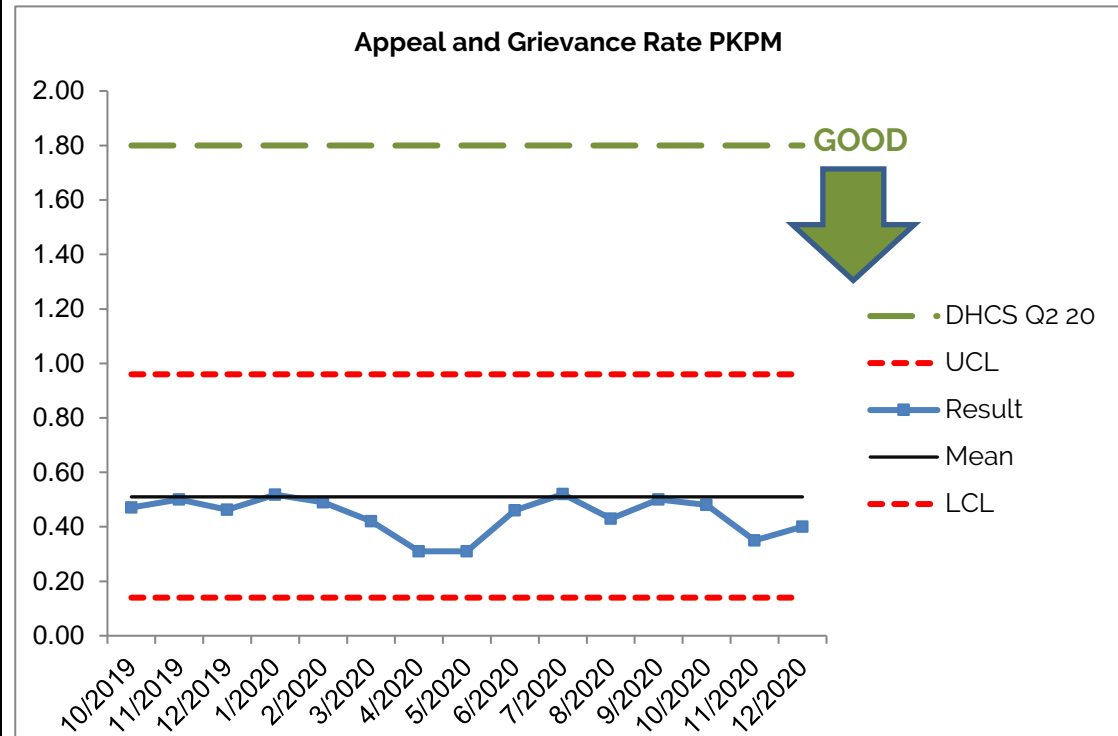
- ❖ Member Grievances: 12

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



	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
2019 Enrollment	343,495	343,060	342,453	343,500	343,242	341,899	338,929	338,408	338,144	337,494	336,610	335,289
A & G Issues	190	200	287	225	214	150	191	223	216	158	168	155
Rate PKPM*	0.55	0.58	0.84	0.66	0.62	0.44	0.56	0.66	0.64	0.47	0.50	0.46
2020 Enrollment	334,394	337,640	337,484	341,823	346,219	350,086	352,936	355,506	358,519	360,304	362,465	365,001
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	0.52	0.43	0.50	0.48	0.35	0.40

*Grievances Per 1,000 Member Month



GO LIVE:
JANUARY 1ST, 2021

What Changed?

Members will now be informed of how to access certain member materials electronically*:

- Member Handbook
- Formulary
- Provider Directory (with the exception of seniors and persons with disabilities)

The New Member Welcome packet has been redesigned as a result of this change

*Approved by DHCS per APL 19-003 for Medi-Cal materials 2

What's Included?

New Member Welcome Packets now include:

- Member ID Card
- Member Notice which advises members how to access the provider directory, formulary and member handbook
- Welcome Letter—Orientation to the Alliance and five steps for new members:
 - How to use your Alliance ID Card
 - How to Pick a Doctor
 - Know How Your Health Plan Works—Covered Services and Benefits
 - How to Contact the Alliance If You Have Questions or Issues
 - How to Use The Things We've Sent You In This Packet
- Covered Benefits Matrix provides a summary of coverage under the Alliance.
- Taglines and Non-Discrimination Notice
- PCP Selection Form
- Business Reply Envelope
- Health and Wellness Rewards Brochure
- *Note: seniors & persons with disabilities will continue to receive the Provider Directory* 3



How Does it Look?

Important Plan Information

Provider Directory, Member Handbook, and Formulary Insert

If you want to access the Provider Directory, that lists all of the primary care doctors in the Alliance network, the Member Handbook, that tells you about your coverage under the Alliance, or the approved Drug List, also called a "Formulary," please visit our website at www.ccah-alliance.org. If you want a copy mailed to you, or if you need help finding a network provider or have benefits questions, please call Member Services at 800-700-3874. For the Hearing or Speech Assistance Line, call 800-735-2929 (TTY: Dial 711). We are here 8 a.m. – 5:30 p.m., Monday through Friday. The call is toll free. If you speak another language other than English, language assistance services are available to you at no cost.

Important phone numbers to know:

- Alliance Member Services: 800-700-3874 (TTY: Dial 711)
- 24/7 Alliance Nurse Advice Line: 844-971-8907
- Language Assistance Services: 800-700-3874, ext. 5580
- Mental Health Services: Beacon Health Options 855-765-9700
- Vision Services Plan (for routine vision services): 800-877-7195
- Medi-Cal Dental Program (for dental services): 800-322-6384
- Alliance Care Management Line: 800-700-3874, ext. 5512
- Alliance Health Education Line: 800-700-3874, ext. 5580
- Alliance Transportation Services: 800-700-3874

Alliance ID card attached below

Note: As of 4/1 notice will no longer include formulary information due to Medi-Cal Rx



Dear Member,

Welcome to Central California Alliance for Health (the Alliance). Because you are eligible for Medi-Cal health coverage, you are now a member of the Alliance health plan. This new member information packet tells you how to use your Alliance health plan for your medical care. You will see doctors who are part of our health plan and the Alliance will pay your health care bills. Your effective date of membership is shown on the identification card that came with this new member packet.

We are here to help you. You can speak to an Alliance Member Services Representative by calling 800-700-3874, Monday through Friday between 8:00 a.m. and 5:30 p.m. For the Hearing or Speech Assistance Line, call 800-735-2929 (TTY: Dial 711). Or visit our web site at www.ccah-alliance.org.

Step 1: Your Alliance Identification (ID) Card

The ID card that came with this new member packet is for this month only. Next month, you will get a new ID card with the name, address and phone number of your doctor on it. You can start going to that doctor or clinic as of the effective date on that ID card. Please show your Alliance ID card, along with your Medi-Cal Benefits Identification Card (BIC) and any other insurance cards you have, whenever you get health care services.

Step 2: Pick A Doctor

You will pick one doctor to see for all your medical needs. We call that doctor your Primary Care Provider or PCP. If you do not pick a PCP by the end of the month, we will pick one for you. You can call us now to pick a PCP. Or you can also use the Provider Selection Form that came in this new member packet.

To find a PCP near you, go to the online Provider Directory on the Alliance website at www.ccah-alliance.org/choosedoctors.html or call Member Services. If you need a printed Provider Directory, call Member Services or send a request on our website www.ccah-alliance.org/IDcards.html. If you are a senior or a person with a disability, a printed copy is already included in this packet.

If you need health care right now, you can go to any doctor that takes Medi-Cal. Once you have picked your PCP, you should go to your PCP for your health care. If you ever want to change doctors, you will need to call us. The change will start the first day of the next month.

You should see your PCP for a new patient exam within 120 days (4 months) of becoming an Alliance member. Call your PCP to schedule this appointment.

12/2020

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How Does it Look?



Covered Benefits Matrix

CATEGORY DESCRIPTION	COMMENTS AND LIMITATIONS
HOSPITAL SERVICES <ul style="list-style-type: none"> Inpatient Room and Services Inpatient physical, occupational and speech therapy Intermediate or Skilled Nursing Services Emergency Room Services in and out of the Plan's Service Area and with non-participating providers 	All non-emergency hospital services require prior authorization.
PROFESSIONAL SERVICES <ul style="list-style-type: none"> Office Visits Physician services in the hospital Outpatient surgery Immunizations Periodic Physical Examinations 	You must get services from your Primary Care Provider (PCP). If your PCP cannot provide the service, he or she will refer you to another provider. Some services require prior authorization.
MATERNITY AND NEWBORN CARE <ul style="list-style-type: none"> Prenatal care (office visits) Delivery and postpartum care 	Members may get services from any OB/GYN within the Service Area that accepts Medi-Cal and the Alliance.
OTHER HEALTH CARE SERVICES	
AMBULANCE SERVICES	Covered when medically necessary.
BEHAVIORAL HEALTH TREATMENT (BHT) FOR AUTISM SPECTRUM DISORDER (ASD)	These services are provided through Beacon Health Options, 855-765-9700 (TTY: Dial 711).



Choose Your Doctor Primary Care Provider (PCP) Selection Form



Please fill out this form for yourself and each member of your family who is an Alliance member. Use the Alliance Provider Directory to choose your doctor. This doctor is called a Primary Care Provider (PCP). The Provider Directory has information about our doctors, languages spoken and location. The Provider Directory can be found on our website at www.ccah-alliance.org/choosedoctors.html.

Last Name	First Name	Date of Birth	Alliance ID #
Name of Doctor or Medical Group		Doctor or Medical Group Provider #	Have you recently seen this doctor?
Last Name	First Name	Date of Birth	Alliance ID #
Name of Doctor or Medical Group		Doctor or Medical Group Provider #	Have you recently seen this doctor?
Last Name	First Name	Date of Birth	Alliance ID #
Name of Doctor or Medical Group		Doctor or Medical Group Provider #	Have you recently seen this doctor?

By submitting this form to the Alliance, I understand that:

- I have a choice of PCPs who are contracted with Central California Alliance for Health.
- If I do not choose a PCP, one will be assigned to me.
- I can change my PCP and that the change will start the first of the month after the change was requested.
- If the doctor is listed as "Established Patients Only" I must be a recent patient of this doctor to select the doctor as my PCP.
- I may call Alliance Member Services Department at 800-700-3847 to select a PCP over the phone or use this form to select a PCP and return it in the enclosed pre-paid envelope. For the Hearing or Speech Assistance Line, call 800-735-2929 (TTY: Dial 711). I may also fax this form to 831-430-5856.

To ensure we have the most current information, please provide your current mailing address:

Address: _____ City: _____
Zip Code: _____ Phone Number: _____ E-mail Address: _____

12-2020

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5



How Does it Look?

Immunizations

It's important to stay on track with your child's vaccines. Your child's doctor can tell you what vaccines your child needs and when they need to be soon to keep up with the vaccine timeline. If the vaccines are completed by the required time then your child will be entered into a raffle.

- Complete childhood immunizations before age 12 and get entered into a raffle for a chance to win a \$500 Target gift card.
- Complete adolescent immunizations before age 12 and get entered into a raffle for a chance to win a \$50 Target gift card.

Well-Child Visit – 15 Months and Younger

Newborns and infants need more visits to see their doctor than older children. With regular visits their doctor can help keep them healthy. The schedule below can help you know when to make an appointment with their doctor.

- Every time a well-child visit is completed in the first 15 months of life, your child will get entered into a monthly raffle for a chance to win a \$25 Target gift card.
- Complete 6 or more well-child visits before your child turns 15 months old and get entered into a yearly raffle for a chance to win a \$500 Target gift card.



If you have any questions, please call the Alliance Health Education Line at 800-700-3874, ext. 5858. If you need language assistance, we have a special telephone line to get an interpreter who speaks your language, available to you at no cost. For the Hearing or Speech Assistance Line, call 800-735-2929 (TTY: Dial 711).

Alliance Health and Wellness Rewards



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Central California Alliance for Health (the Alliance) cares about your health.

Everyone has a different health need and the Alliance is here to help you work with your Primary Care Provider (PCP) to stay healthy. With the Alliance Health and Wellness Rewards program, you can get a reward for getting routine care. Here are the ways that you can earn a reward for you and your family.



Alliance Nurse Advice Line (NAL)

If you have health questions, the Alliance Nurse Advice Line is a good place to start. A registered nurse can answer your health questions and give you advice on care options. You can call the line 24 hours a day, 7 days a week!

800-700-3847
TTY: Dial 711
When you call, you will be entered into a raffle for a chance to win a \$50 Target gift card.

Healthy Moms and Healthy Babies Program

Are you pregnant or just had a baby? With the Healthy Moms and Healthy Babies program, you can learn how you and your baby can stay healthy. You can also get a reward for seeing your doctor.

- If you see your doctor within the first 13 weeks of being pregnant or 6 weeks of joining the Alliance, you will be entered into a raffle for a chance to win a \$50 Target gift card.
- When you see your doctor 3 to 8 weeks after having a baby, you will receive a \$25 Target gift card.

Healthy Weight for Life Program

If your child is between the ages of 2 to 18 and you want to help them reach a healthy weight, then the Healthy Weight for Life program can help. Attend a 10-week workshop to learn the tools you need to help your child be healthy. You can receive a Target gift card for up to \$500 for attending. If you complete the workshop, your child will also be entered into a raffle for a chance to win a bike.

Healthier Living Program

If you want to learn how to manage your chronic condition then the Healthier Living Program is for you. Attend the 6-week workshop to receive the tools to help you be healthy. You can receive a Target gift card for up to \$500 for attending.



6



What are the Benefits?

- Clear and concise step-by-step information to guide new members as they enroll with the Alliance
- Promotes self-service and empowers members to use the Alliance Website which contains the most accurate and up-to-date information
- Supports sustainability
- Assists with reduction in returned packets due to mail box sizes



7



Questions?



8



Vaccinating Against COVID-19 in Our Community

Hilary Gillette-Walch, RN, MPH
Quality and Population Health Manager
Member Services Advisory Group
February 11, 2021

<p>Vaccinating Against COVID-19 in Our Community</p>	<h2>Objectives</h2> <ol style="list-style-type: none">1. Review current COVID-19 Activity2. Vaccination Recommendations3. Issues and Challenges4. Summary <p>2</p>
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Situation as of **January 27, 2021**



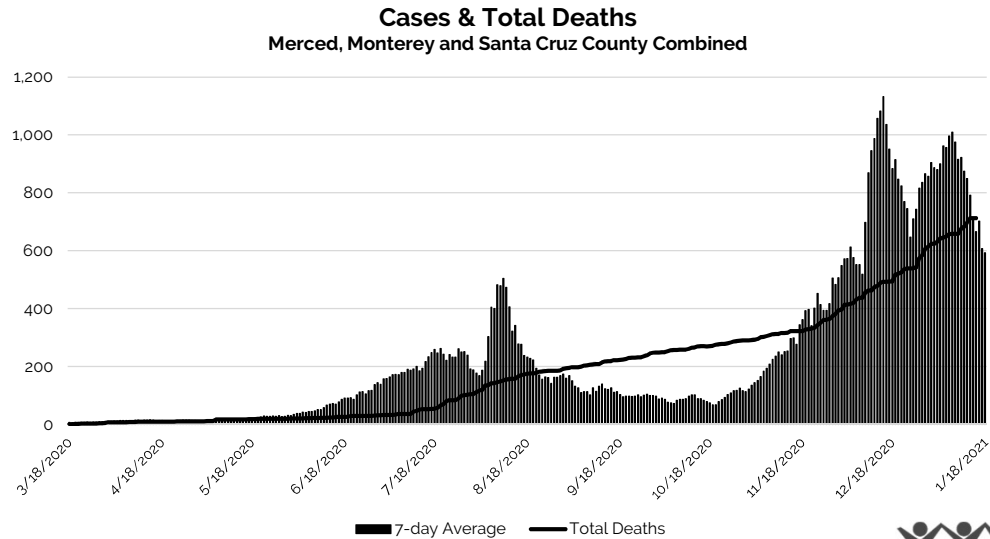
75,479
Cases



713
Deaths



Test Positivity
Rate 14-30%



Will a COVID-19 vaccination protect me?

Yes!

The COVID-19 vaccine teaches your immune system to:

- ✓ recognize the virus
- ✓ fight the virus
- ✓ protect you from COVID-19



Who Should Be Vaccinated?

- **Everyone 16 years and older** with no severe allergic reaction to
 - a prior dose of vaccine or
 - any ingredient of the vaccine
- Distribution waves for priority everywhere



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About COVID-19 Vaccines

- Common reactions include injection site pain, fever, fatigue, headache, muscle aches
- **Efficacy 95%** overall after two doses
 - Similar across age, gender, race, and high risk conditions
 - Full protection two weeks after 2nd dose given
 - 1st and 2nd dose: three weeks apart



<https://www.nejm.org/doi/full/10.1056/NEJMoa2034577> on 12/22/2020

<https://www.cdc.gov/vaccines/acip/meetings/downloads/slides-2020-12/slides-12-11/COVID-02-Gruber.pdf> on 12/13/2020

<https://www.fda.gov/media/144246/download> on 12/13/2020



About continued...

- **Different** minimum ages for use (16 vs. 18 years)
- **Different** periods of time needed between 1st dose and 2nd dose
- If you receive your 1st dose with one type of vaccine, you must receive the **same vaccine for the 2nd dose**
- Slight elevated risk for severe symptoms for those receiving the Moderna vaccine

<https://www.modernatx.com/covid19vaccine-eua/eua-fact-sheet-recipients.pdf>
<https://www.fda.gov/media/144414/download>
<https://www.cdc.gov/mmwr/volumes/70/wr/mm7004e1.htm>

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Can this vaccine give me COVID-19?

- **No**
- Common reactions:
 - Fever
 - Redness at injection site
 - Fatigue
 - Headache
 - Muscle aches
- Takes 2-4 weeks after vaccination to build protection
 - Possible a person could be infected with the virus that just before or after vaccination and still get sick



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If I have had COVID-19 and recovered, do I still need to get the COVID-19 vaccine?

- **Yes!**
- Severe health risks associated with COVID-19
- Re-infection is possible
 - Experts unsure how long you're protected
- Vaccine should be offered to you if you have had COVID-19
- Natural immunity varies from person to person
 - Some early evidence suggests natural immunity may not last very long

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Is it safe to get a COVID-19 vaccine if I would like to have a baby one day?

- **Yes!** People who want to get pregnant in the future may receive the COVID-19 vaccine
- Experts believe **COVID-19 vaccines are safe** for a person trying to become pregnant
- Currently **no evidence** that antibodies formed from COVID-19 vaccination cause any problems with pregnancy or development of the placenta
- **No evidence** suggesting fertility problems are a side effect of ANY vaccine

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Challenges – Myths and Disinformation

Myth: The process was rushed and compromised safety

Fact: False. The vaccine was studied in thousands of people over a two month period, has undergone rigorous review by the FDA, CDC, and data were published in the New England Journal of Medicine

Myth: People who get vaccinated don't have to wear masks anymore

Fact: Not true. Evidence shows that vaccination will prevent people from getting sick, but they may still acquire and transmit the virus to others

Myth: The vaccine has microchips that allow the government to track people

Fact: Nope!



Alliance Partnerships

- Federally Qualified Health Centers (FQHC)
- Long-Term Care Facilities (LTCFs)
- Pharmacies
- Many others



Vaccinate ALL 58

Together we can end the pandemic.

CDC – ACIP Phased Approach for Vaccine Allocation

Phase 1: Provide limited supply of COVID-19 vaccine and/or vaccinations to:

- 1a** – Health care workers, beginning with hospital based, highest risk of exposure
- 1a** – Long-term care facility (LTCF) staff and residents
- 1a** – Unaffiliated healthcare workers including EMS personnel
- 1b** – Essential workers, including first responders, corrections officers, education sector, food and agriculture, utilities, transportation
- 1c** – High risk adults

CDC – ACIP Phased Approach for Vaccine Allocation

- **Phase 2:** Expand the vaccination strategy to provide COVID-19 vaccines in a manner that allows for equitable access
- Phase 1 critical population members who were not vaccinated in Phase 1



Key Issues



Funding



Racial and ethnic
disparities



Supply and logistics



Communication
and trust



Federal, state, and
local roles

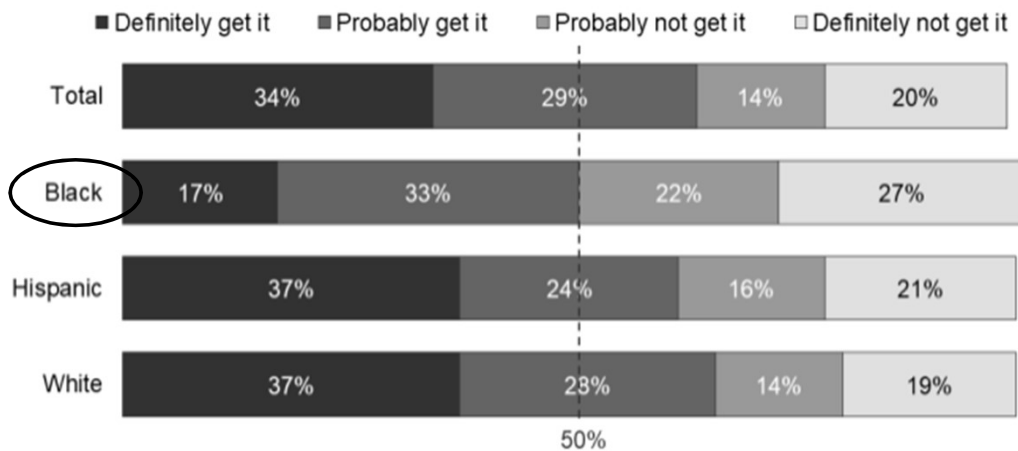


Coverage and Costs



Challenges – Vaccine Hesitancy

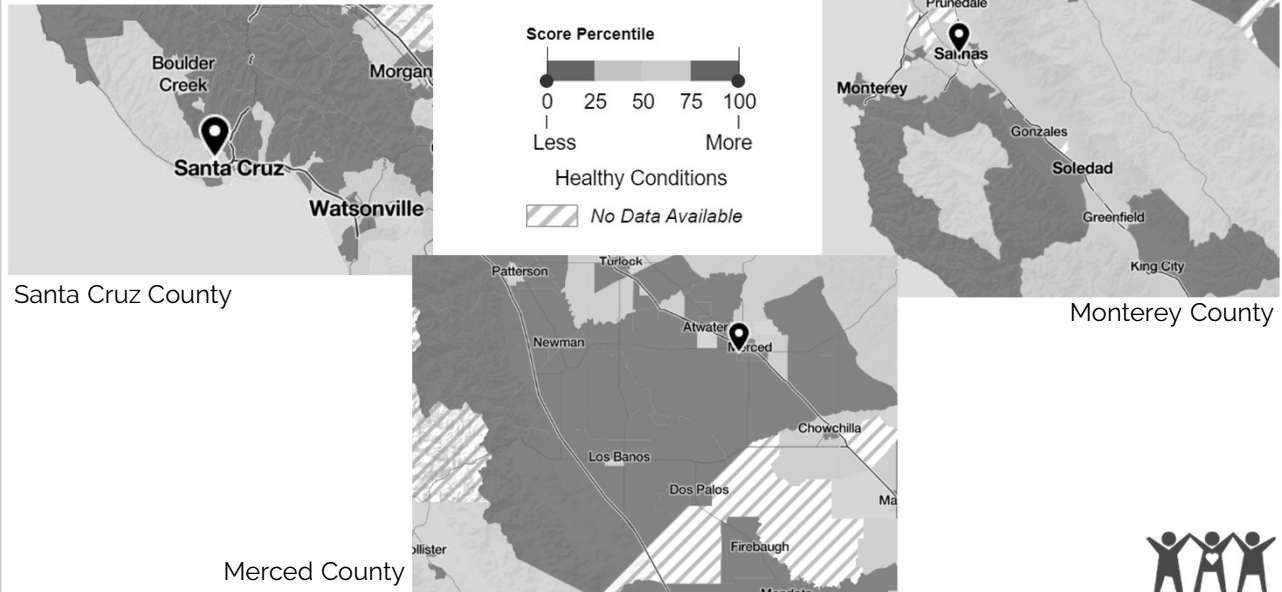
Black Americans less likely to get a COVID-19 Vaccine
(Even if free & determined safe)



SOURCE: KFF/The Undeclared Survey on Race and Health (conducted Aug. 20-Sept. 14, 2020). See topline for full question wording.

KFF

Challenges – Health Inequities



In Summary

- COVID-19 vaccine is **safe and effective**
- Every eligible person **should** get one
- COVID-19 vaccine **distribution:**
 - roll out is in phases
 - Starting with healthcare workers and Seniors (+65)

Sign up for vaccination information at: <https://myturn.ca.gov/>

For more information, go to: www.cdc.gov/



Questions?

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