

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, May 9, 2024

10:00 – 11:30 a.m.



Location: In San Benito County:

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

In Santa Cruz County:

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

In Mariposa County:

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

In Merced County:

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

In Monterey County:

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

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, May 7, 2024 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 three 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 three minutes.

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10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Beleutz. 10:00 a.m.**
 - A. Roll call
 - B. Establish quorum
 - C. Supplements and deletions to the agenda
 - D. Review Member Services Advisory Group purpose statement
 - i. The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.

- 2. Oral Communications. 10:05 a.m.**
 - A. Members of the public may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group. Presentations must not exceed three minutes in length, and any individuals may speak only once during Oral Communications.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to three 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 February 8, 2024

- 6. Accept Plan Staff Reports:**
 - A. Current Enrollment
 - B. Member Appeals and Grievance Report
 - C. Community Engagement Report

- Regular Agenda Items: 10:15 a.m.**
 7. **Community Resources 10:15 - 10:30 a.m.**
Action: To solicit feedback on community resources shared by the Alliance.

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8. Alliance Provider Directory

10:20 – 11:20 a.m.

Inform and Feedback: Janet Kruppner, Provider Data Manager, will provide an overview of the Alliance's web based provider directory.

9. Adjourn

The next meeting of the Member Services Advisory Group, after this May 9, 2024 meeting:

- Member Services Advisory Group
Thursday, August 8, 2024 10 – 11:30 a.m.
Locations for the meeting (linked via videoconference from each location):

In San Benito County:

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

In Santa Cruz County:

Central California Alliance for Health – Board Room
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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.

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The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/about-the-alliance/public-meetings/>. The Advisory Group 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. As a courtesy to persons affected, please attend the meeting smoke and scent free.

Member Services Advisory Group



Meeting Minutes

Thursday, February 8, 2024

10 – 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

In San Benito County:

Community Services & Workforce Development (CSWD) Building
1161 San Felipe Road, Building B, Hollister, California

In Mariposa County:

Mariposa County Health and Human Services
5362 Lemee Lane, Mariposa, California

Members Present:

Alma Mandujano-Orta	Community Advocate
Doris Drost	Consumer
Guadalupe Barajas-Iniguez	Consumer Advocate
Janna Espinoza	Consumer, Commissioner
John Beleutz	Community Advocate
Michael Molesky	Consumer, Commissioner
Moncerat Politron	Community Advocate
Rebekah Capron	Community Advocate

Members Absent:

Candi Walker	Consumer
Carolina Meraz	Consumer
Humberto Carrillo	Consumer
Juana Chávez de Guízar	Consumer
Margaret O'Shea	Consumer
Mimi Park	Consumer

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Staff Present:

Clarisa Gutierrez	Community Engagement Coordinator
Desirre Herrera	Quality and Health Programs Manager
Jessie Newton, RN	Continuum of Health Manager - Adult
Julie Norton	Behavioral Health Program Manager
Kayla Zoliniak	Administrative Specialist
Linda Gorman	Communications Director
Maria Colomer	Community Engagement Coordinator
Ronita Margain	Community Engagement Director
Stacie Simmons	Community Engagement Program Manager
Veronica Olivarria	Member Services Supervisor

1. Call to Order by Chairperson Beleutz.

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

Roll call was taken and a quorum was present.

There were no supplements or deletions to the agenda.

2. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Advisory Group on items not listed on the agenda.

No members of the public addressed the Advisory Group.

3. Comments and announcements by Member Services Advisory Group members.

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

Commissioner Molesky stated the Master Plan on Aging was provided to Alliance staff to distribute to the senior population.

4. Comments and announcements by Alliance staff.

Chairperson Beleutz opened the floor for Alliance staff to make comments.

Ronita Margain requested Advisory Group members submit annual W-9 form required to receive compensation for attending Advisory Group meetings.

Ronita Margain requested Advisory Group members submit Member Services Advisory Group application form to ensure contact information is up to date and Alliance members are represented. Application form is being utilized but does not impact current Advisory Group membership.

Consent Agenda Items (5 – 14):

Chairperson Beleutz opened the floor for approval of the Consent Agenda.

Action: Consent Agenda approved.

Regular Agenda Items (15 – 16):**15. Annual Election of Officers of the Advisory Group**

Chairperson Beleutz opened the floor for nominations for Chairperson and Vice Chairperson.

Commissioner Molesky nominated Chairperson Beleutz for Chairperson. Chairperson Beleutz accepted the nomination.

Chairperson Beleutz nominated Commissioner Molesky for Vice Chairperson. Commissioner Molesky accepted the nomination.

Action: Nominations approved and Chairperson Beleutz was elected to serve as Chairperson and Commissioner Molesky was elected to serve as Vice Chairperson.

16. Behavioral Health Benefits

J. Norton, Behavioral Health Program Manager, provided an overview of the Alliance's Behavioral Health benefits, how to access services, and solicited thoughts and feedback from MSAG.

The California Medi-Cal behavioral health system is a continuum of care and members may get non-duplicated care in both the Non Specialty Mental Health (NSMH) system (the Alliance) and the Specialty Mental Health and Substance Use Disorder Services (SMHS) system (the County). In the State of California, there is a standard screening tool, if a member contacts Carelon, the Alliance, or the County, the member is screened to see which system is the best fit and the Alliance tracks members get connected to care using a closed loop referral system.

Providers and Members can both call Carelon at (855) 765-9700. Most Behavioral Health services do not require a referral.

J. Norton presented the utilization data based on ethnicity. Hispanic groups trend lower in usage of behavioral health services, however, the membership of the Alliance is 68% Hispanic. While the Alliance is meeting the State's goals, J. Norton asked how the Alliance can improve overall BH utilization and increase utilization in historically underserved populations.

MSAG member shared Monterey County partnered with school districts to be able to provide access to behavioral health services within schools. For example, Salinas Union High School District has Wellness Centers for students. J. Norton shared about the Department of Health Care Services' Children and Youth Behavioral Health Initiative.

MSAG member shared the Suicide and Crisis Lifeline: 988 is on the back of all California student school ID cards.

MSAG member stated there are resources available through other sources outside local county services and Carelon.

MSAG member recommended meeting people where they are and the idea of encouraging people to start talking about mental health. For example, creating peer groups where someone who has been through Substance Abuse issues can be an example to others. Another example provided was going to prisons.

MSAG member inquired about the time between calling Carelon and an appointment. J. Norton responded saying from the time a member is connected to Carelon for BH services, to time members are offered a first appointment with a provider it should be within 10 business days. The member may be provided the names and phone numbers for providers for them to reach out to the providers, receive appointment assistance, or receive case management services. MSAG member shared their experience of calling provider numbers supplied by Beacon, now Carelon, and being turned away because of availability which can be discouraging for members. J. Norton stated providers are supposed to notify the Alliance if they are no longer serving Alliance members.

J. Norton stated the presentation data is from Department of Health Care Services (DHCS) webpage for the CalAIM Behavioral Health Initiative.

MSAG member expressed interest in how parents and guardians of children who are members can access information, especially for children with special health care needs, and recommended awareness and education for daycares to be able to connect the parents and guardians with resources and information.

Adjourn:

The meeting adjourned at 11:18 a.m.

Respectfully submitted,
Kayla Zolinskiak
Administrative Specialist
Member Services Advisory Group Coordinator

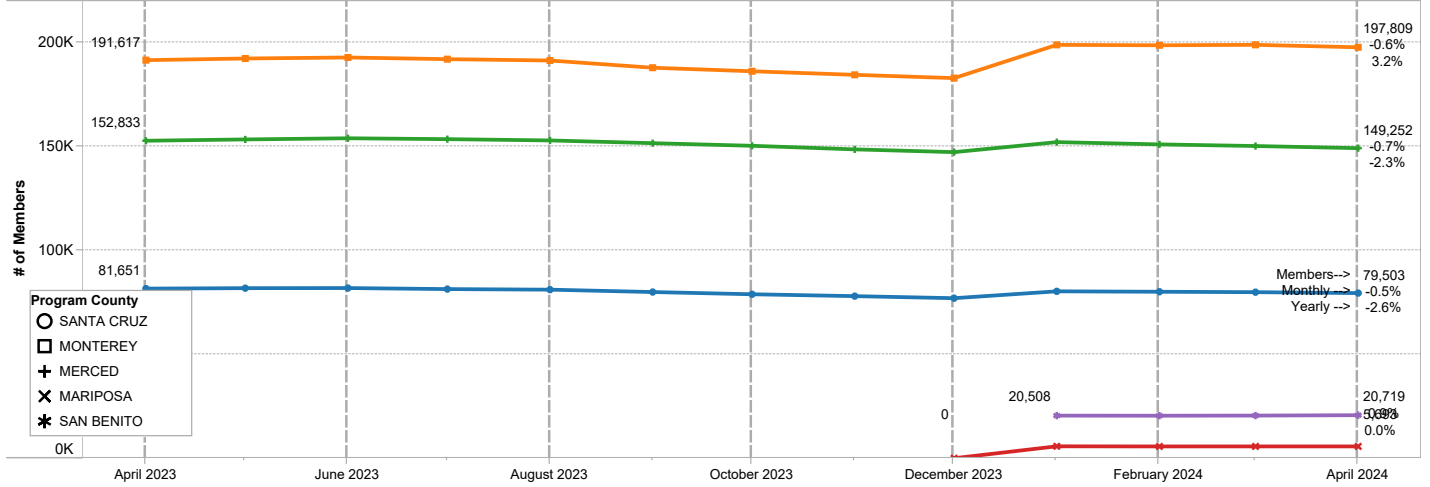
Enrollment Report

Year: 2023 & 2024 County: All Program: AIM, IHSS, Medi-Cal
 Aid Cat Roll Up: All Data Refresh Date: 4/1/2024



StaticDate
 4/1/2023 12:00:00 AM to 4/30/2024 11:59:59 PM

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



Program..	ProgramCo..	Apr 2023	May 2023	Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023	Jan 2024	Feb 2024	Mar 2024	Apr 2024
Medi-Cal	SANTA CRUZ	81,651	81,868	81,915	81,419	81,141	80,000	78,929	78,026	77,039	80,342	80,136	79,935	79,503
	MONTEREY	190,969	191,763	192,233	191,419	190,772	187,292	185,583	183,865	182,274	198,283	198,082	198,290	197,089
	MERCED	152,833	153,458	154,016	153,592	152,973	151,658	150,402	148,672	147,347	152,162	151,071	150,285	149,252
	MARIPOSA									0	5,739	5,682	5,692	5,693
	SAN BENITO										20,508	20,471	20,535	20,719
IHSS	MONTEREY	648	656	670	674	681	682	683	691	697	700	700	705	720
Total Members		426,101	427,745	428,834	427,104	425,567	419,632	415,597	411,254	407,357	457,734	456,142	455,442	452,976



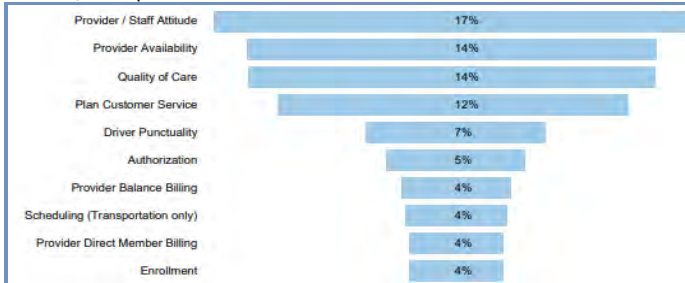
Q4 2023 Appeals and Grievances: 1,193* including Carelon.

Appeals: 5% [75% in favor of Plan; 25% in favor of Member]

Exempt: 48%

Grievances: 44%

Other: 3% (Inquiries, SFH)



Analysis and Trends

- ❖ Access issues regarding provider availability in MRV improved.

Highest Grievances Filed by County

1. **Monterey:** 40%
2. **Merced:** 35%
3. **Santa Cruz:** 25%

Behavioral Health Carelon Grievances: #32

- ❖ **Monterey:** 16
- ❖ **Santa Cruz:** 7
- ❖ **Merced:** 9

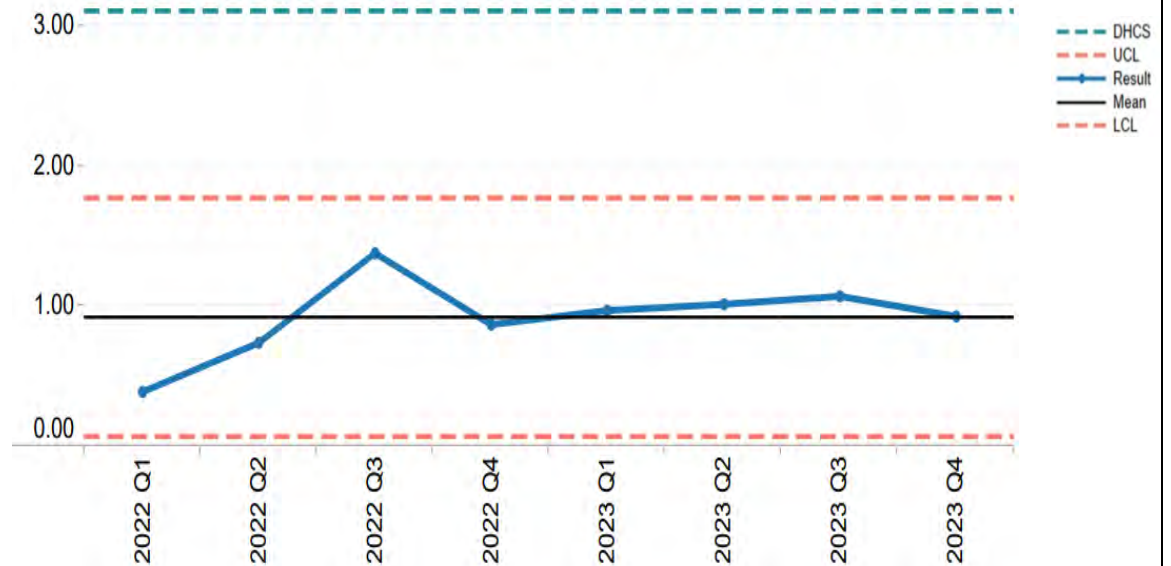
IHSS Summary:

#14

- ❖ **Member Grievances:** 6
- ❖ **Exempt Complaints:** 8

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	Jul	Aug	Sep	Oct	Nov	Dec
2022 MemberMonths	390,340	391,463	393,335	395,724	403,179	404,951	407,170	408,778	411,155	413,236	415,584	417,075
Case Count	150	132	174	301	302	286	318	824	549	441	359	282
Case Count Per 1000 MM ..	0.38	0.34	0.44	0.76	0.75	0.71	0.78	2.02	1.34	1.07	0.86	0.68
2023 MemberMonths	420,221	421,738	423,179	426,094	427,724	428,812	427,080	425,532	419,543	415,445	410,917	406,765
Case Count	321	425	480	376	488	436	448	459	455	479	369	295
Case Count Per 1000 MM ..	0.76	1.01	1.13	0.88	1.14	1.02	1.05	1.08	1.08	1.15	0.90	0.73

*Grievances Per 1,000 Member Month



Recent Community Events

Attended as of April 1, 2024

	January - March 2024
Mariposa County	2 events
Merced County	5 events
Monterey County	6 events
San Benito County	6 events
Santa Cruz County	0 events
Total	19 events

Here are a few of the events we attended:

Mariposa County

- Safe at Home Free Family Fun Fair

Merced County

- Dream Big Conference Parent Institute 2024

Monterey County

- SCESD Community Resource Fair

San Benito County

- The Resiliency Coalition: Creating Connections Community Event



Upcoming Community Events

Planned as of April 1, 2024

	April - June 2024
Mariposa County	2 events
Merced County	10 events
Monterey County	5 events
San Benito County	3 events
Santa Cruz County	3 events
Total	23 events

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

Mariposa County

Mariposa Annual Senior Health Fair

- When: Friday, May 17, 2024, 10:30 a.m. – 1:30 p.m.
- Where: 5007 Fairgrounds Rd, Mariposa, CA
- A focus on maintaining healthy relationships with friends and family as well as exploring new ways to support independence and aging in place by combatting isolation, loneliness, and other issues.

Merced County

Santa Nella Family Mental Health Day

- When: Wednesday, May 22, 2024, 3 – 6 p.m.
- Where: 13193 CA-33 Santa Nella, CA 95322
- The Traveling Library will be hosting an Educational Mental Health Fair. The fair will feature various informative sessions, resources, and interactive activities aimed at enhancing mental health understanding and well-being.

San Benito County

Kids at the Park - 2024 Save the Date

- When: Wednesday, June 12, 2024, 10 a.m. – 2 p.m.
- Where: 600 West. St. Hollister, CA



Community Resources

May 9, 2024



Community Resources

OBJECTIVES:

1. Purpose
2. Alliance Website
3. The Beat
4. Community Engagement Report
5. Your Thoughts and Feedback

Purpose

Solicit feedback on community resources shared by the Alliance.

Questions for you today as a participating member of MSAG:

- What are your thoughts and feedback for the information provided for communities on the Alliance website?
- Does The Beat community e-newsletter provide a benefit to you?
 - If no, what recommendations do you have for The Beat?
- Does the Community Engagement Report provide a benefit to you?
 - If no, what recommendations do you have for the report?



Alliance Website

The Alliance publishes resources for communities on the website.

Topics include:

- Community Events
- Community-Based Adult Services
Community Health Worker Benefit
Doula Services Benefit
- Enhanced Care Management and
Community Supports (ECM/CS)
- Community Resources
 - Apply for Medi-Cal
 - County Health Services
 - Developmental Disabilities and Special Needs
 - Family Resources
 - Food Resources
 - Parents
 - Other Resources (ex. United Way)



The Beat

The Beat is a bi-monthly e-newsletter for Alliance community partners who share our vision of healthy people, healthy communities.

Topics include:

- Alliance-related news
- Upcoming community outreach events
- Alliance job openings

If you are new to MSAG, you may not have received your first issue of The Beat yet. The next issue will be emailed late May. Previous issues are available on the Alliance website under 'For Communities'.

For example, our March 2024 issue included the following articles:

- Our Community Impact in 2023
- Reminder: Schedule those checkups!
- Welcome, Dr. Omar Guzmán, Chief Health Equity Officer
- Join the fight to prevent opioid overdoses
- Doula Services Funding Opportunities



Community Engagement Report

The Community Engagement Report highlights Community Events the Alliance Your Health Matters outreach team has or will attend.

The report is included in the MSAG agenda packets.



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Your Thoughts & Feedback

What are your thoughts and feedback for the information provided for communities?

- What are your thoughts and feedback for the information provided for communities on the Alliance website?
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Alliance Provider Directory

Janet Kruppner, Provider Data Manager

May 09, 2024



Alliance Provider
Directory

OBJECTIVES:

1. Purpose (5 min)
2. Directory demo (10 min)
3. Open discussion and survey (15 min)

Purpose

Gain feedback on the Alliance's Web Based Provider Directory for understandability and usefulness to members and prospective members in the following areas.

- Reading Level
- Intuitive content organization
- Ease of navigation
- Additional languages available

Quality Rating:

Excellent	Good	Fair	Poor	Very Poor
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Alliance Provider Directory

For Members - Central California Alliance for Health (thealliance.health)

You may submit a complaint if you believe the information that you received from this directory has been wrong, incomplete or misleading.

To submit a complaint, please call (877) 778-3915 or email directory@ccah-alliance.org.



Questions & Open Discussion

