MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, August 12, 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/111812317
   b. Or by telephone: +1 (646) 749-3122   Access Code: 111-812-317
   c. New to GoToMeeting? Get the app now and be ready when your first meeting starts: https://global.gotomeeting.com/install/111812317

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, August 11, 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.).

HEALTHY PEOPLE. **HEALTHY** COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, August 12, 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 May 13, 2021.**

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

Regular Agenda Items: **10:15 a.m.**
   7. **New Website User Feedback**   **(10:15 – 10:45 a.m.)**
   Feedback: Sky Collins, Web and Digital Media Developer, will provide a live demo of the Alliance's new website and collect feedback on using the new website.

                                                                 10:45 a.m.
   8. **CalAIM ECM and ILOS**   **(10:45 – 11:15 a.m.)**
   Inform and Feedback: Jennifer Mockus, RN, Community Care Coordination Director, will introduce Enhanced Care Management (ECM) and In Lieu of Services (ILOS).

   9. **Adjourn**

HEALTHY PEOPLE. **HEALTHY** COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, August 12, 2021

10:00 – 11:30 a.m.

The next meeting of the Member Services Advisory Group, after this May 13, 2021 meeting will be held via teleconference unless otherwise noticed:
- Santa Cruz – Monterey – Merced
  Thursday, November 4, 2021, 10:00 – 11:30 a.m.

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, however, until further notice all meetings are being online.

HEALTHY PEOPLE. **HEALTHY** COMMUNITIES.

MEMBER SERVICES ADVISORY GROUP

Meeting Minutes

Thursday, May 13, 2021

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

Members Present:

John Beleutz	Health Projects Center
Humberto Carrillo	Consumer
Michael Molesky	Commissioner
Margaret O'Shea	Consumer
Ericka Peterson	Merced County Head Start
Elsa Quezada	Commissioner
Alene Smith	Consumer

Members Absent:

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

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Staff Present:

Hilary Gillette-Walch, RN	Quality and Population Health Manager
Yomayra Gomez	Member Services Project Specialist
Rebecca Huth	Digital Communications Supervisor
Kathleen McCarthy	Strategic Development Director
Maura Middleton	Administrative Assistant
Ronita Margain	Regional Operations Director
Deborah Pineda	Quality and Health Programs Manager
Gina Rhoads	Program Development Manager
Megan Sims	Member Services Operations Manager
Kayla Zoliniak	Administrative Specialist

1.   Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:02 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.

No members of the public addressed the committee.

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. O'Shea reported hearing concerns from the community regarding difficulty with provider appointment availability.

H. Gillette-Walch stated the Alliance will be conducting outreach to members who are home-bound to determine interest in receiving the COVID-19 vaccine and if applicable, arranging the appointment.

M. Sims stated the recruitment for Member Services Director is in progress. Member Services is available to assist members with questions or issues.

Consent Agenda Items:

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

Action: All consent items approved.

Regular Agenda Items:

5. **Strategic Planning for 2022+**

    Kathleen McCarthy, Strategic Development Director, provided an update on the strategic planning process, shared the themes identified to date, and solicited input to inform the Alliance's future priorities. K. McCarthy addressed the Advisory Group's inquiries about technology, analytics, and staff capacity. Advisory Group members provided the following feedback:
    - Viewing CalAIM as an opportunity in addition to a threat in SWOT analysis
    - Include social determinants of health and community partners as part of the health equity conversations
    - Support staff retention

6. **Website Use and Navigation**

    Rebecca Huth, Digital Communications Supervisor, asked focused questions in regards to website use and navigation and gave a demonstration of the new website. Advisory Group members provided the following feedback:
    - Website use varies by relationship to the Alliance
        - Responses included researching questions posed by community members, viewing meeting agendas and minutes, finding a doctor, and submitting feedback
    - Website access varies by person
        - Responses ranged from an individual accessing the website on the computer, tablet, and phone to an individual not accessing the website and relying on the Member Services line and face-to-face visits
    - Members may have limited or no access to website with the closure of public computer access points due to COVID-19
    - Consider language and readability level
    - Consider publishing announcement of new website in local newspapers
    - Solicit feedback from Whole Child Model Family Advisory Committee

Adjourn:

Chair Beleutz adjourned the meeting of May 13, 2021 at 10:59 a.m. to August 12, 2021 at 10 a.m. via teleconference unless otherwise noticed.

Respectfully submitted,
Kayla Zoliniak
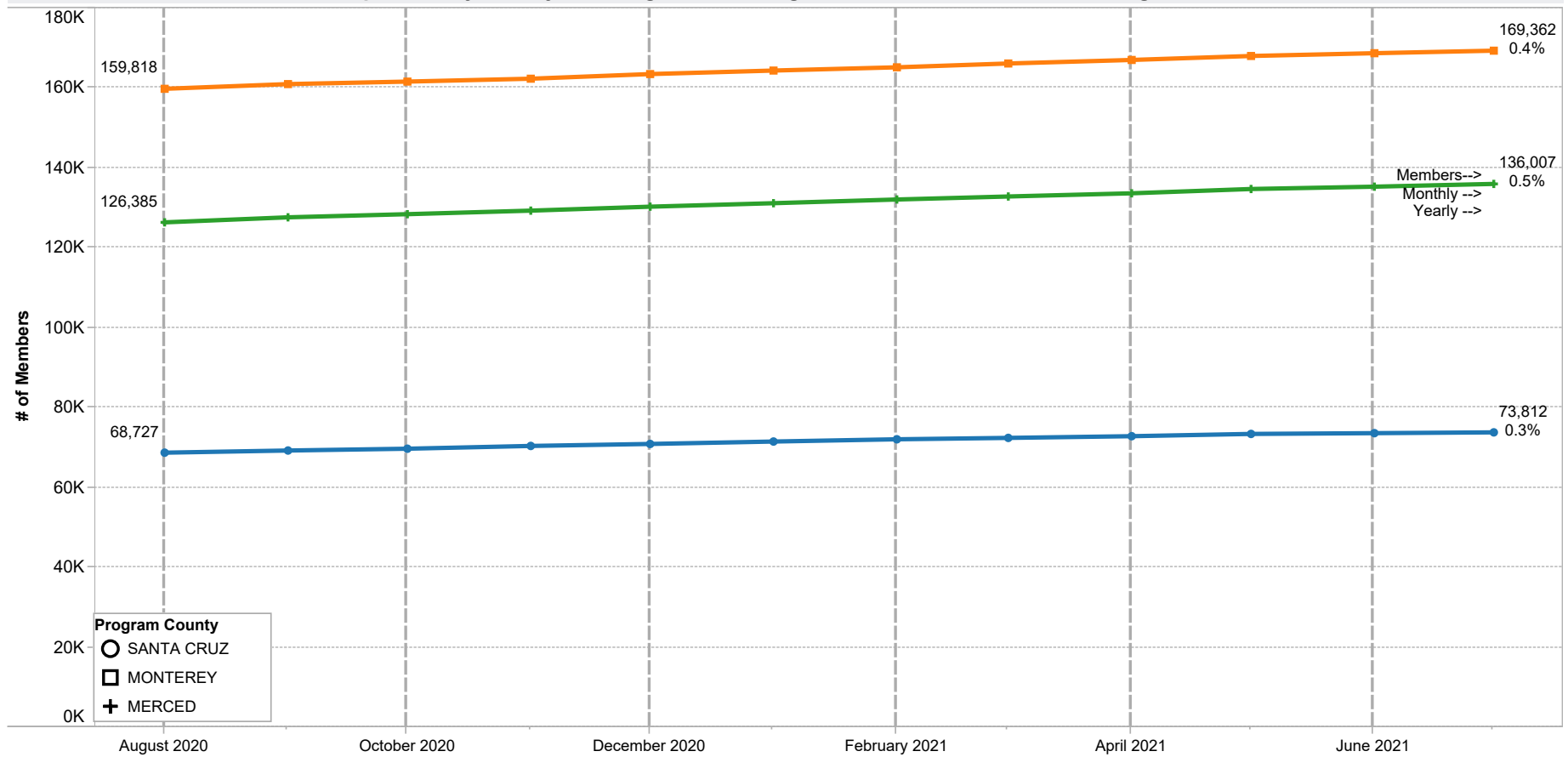Administrative Specialist

Enrollment Report

Year: *2017 & 2018*   **County:** *All*   **Program:** *IHSS & Medi-Cal*
Aid Cat Roll Up: *All*   **Data Refresh Date:** *8/2/2021*

StaticDate
8/1/2020 12:00:00 AM to 8/31/2021 11:59:59 PM

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

Program..	ProgramCo..	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	Jun 2021	Jul 2021
Medi-Cal	SANTA CRUZ	68,727	69,266	69,718	70,412	70,910	71,515	72,077	72,426	72,853	73,420	73,612	73,812
	MONTEREY	159,248	160,438	161,068	161,799	162,966	163,848	164,668	165,638	166,527	167,529	168,227	168,864
	MERCED	126,385	127,645	128,431	129,317	130,307	131,180	132,106	132,860	133,658	134,733	135,317	136,007
IHSS	MONTEREY	570	560	554	546	540	537	529	516	512	505	501	498
Total Members		**354,930**	**357,909**	**359,771**	**362,074**	**364,723**	**367,080**	**369,380**	**371,440**	**373,550**	**376,187**	**377,657**	**379,181**

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

Member Services Call Volume
Per Thousand Members Per Year (PTMY)
July 2021
MS Queue Calls: 11,546
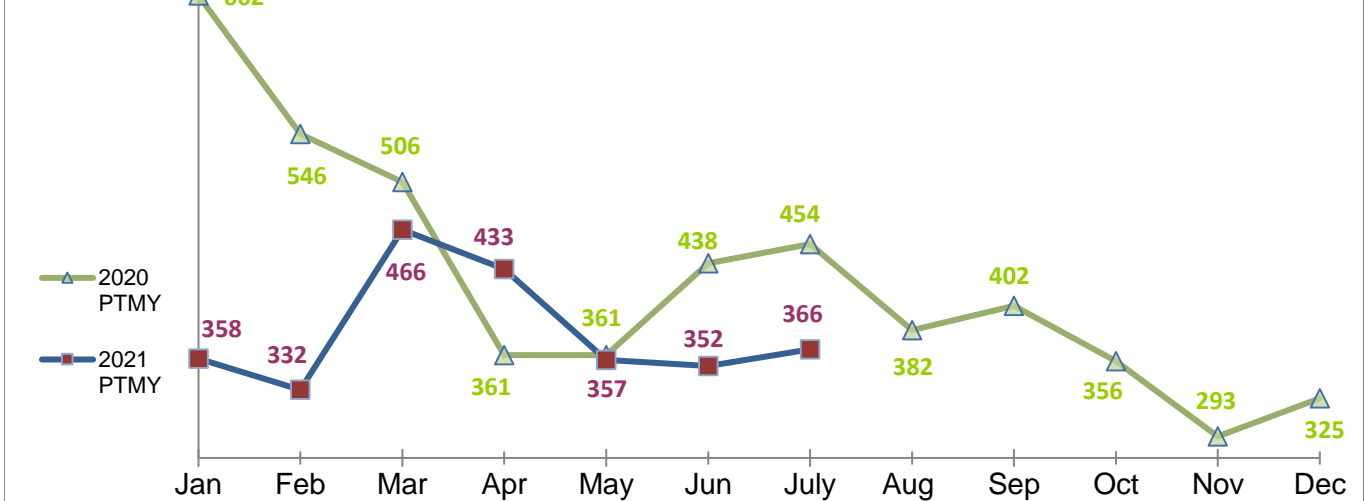
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	18,149	15,226	14,031	10,104	10,311	12,655	13,134	11,268	11,954	10,671	8,826	9,809
Rate PTMY	662	546	506	361	361	438	454	382	402	356	293	325
Call Volume	10,921	10,206	14,388	13,459	11,188	11,052	11,546					
Rate PTMY	358	332	466	433	357	352	366					

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

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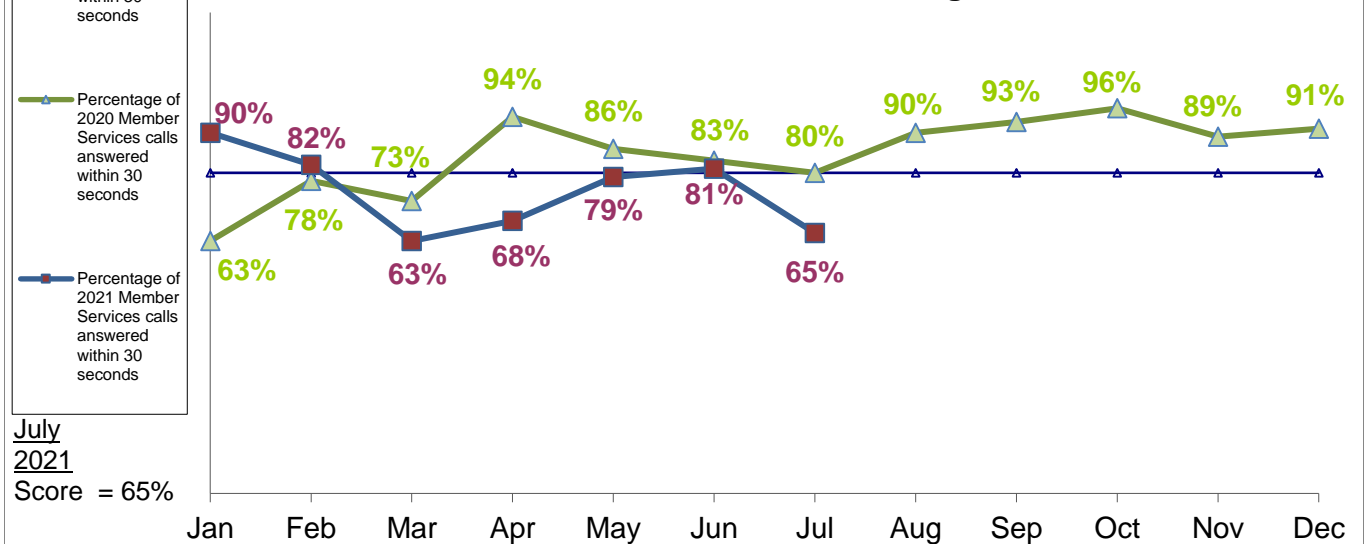
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
AQI	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
Actual 2020	63%	78%	73%	94%	86%	83%	80%	90%	93%	96%	89%	91%
Actual 2021	90%	82%	63%	68%	79%	81%	65%					

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

Transportation Call Volume
Per Thousand Members Per Year (PTMY)
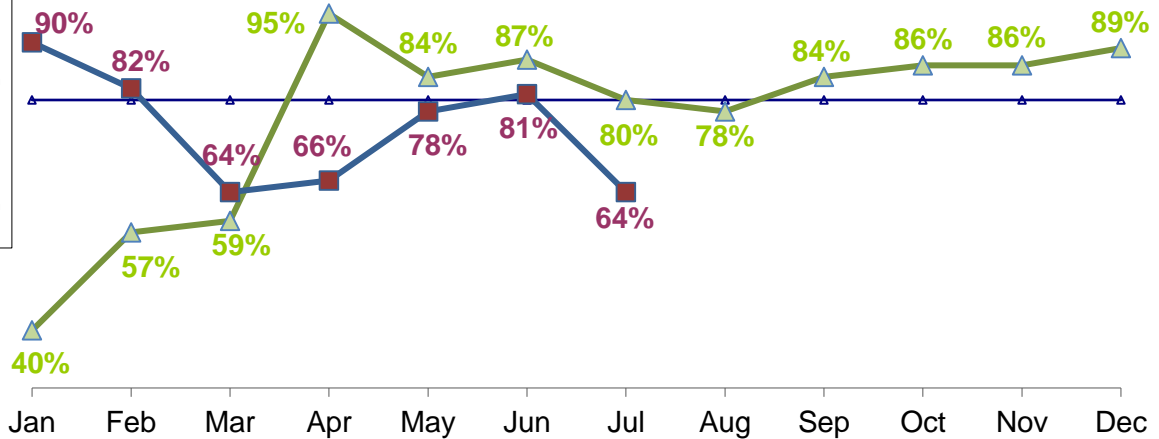### July 2021
Transportation Queue Calls: 6,335
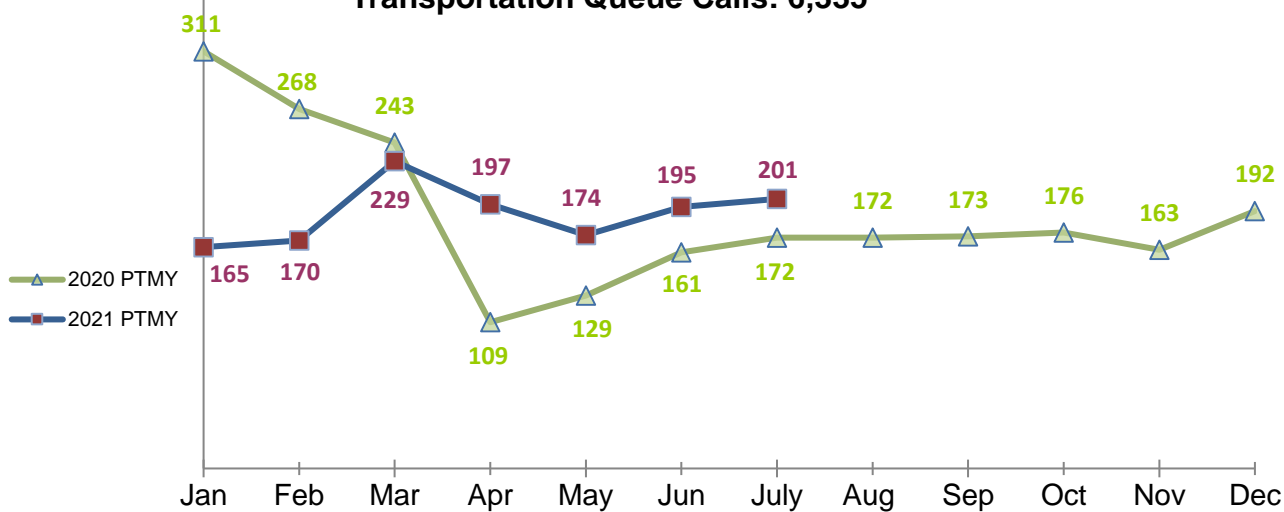
	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
Call Volume	8,538	7,467	6,749	3,042	3,659	4,654	4,999	5,065	5,154	5,274	4,913	5,210
Rate PTMY	311	268	243	109	129	161	172	172	173	176	163	192
Call Volume	5,029	5,222	7,060	6,117	5,446	6,132	6,335					
Rate PTMY	165	170	229	197	174	195	201					

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

July 2021
Score = 64%

	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%					

Q1 2021 Appeals and Grievances: 584

Appeals: 14% [63% in favor of Plan; 37% in favor of Member]
Exempt Grievances: 5%
Grievances: 76%
Other: 5% [Inquiries, Duplicates, Withdrawn]

Category Figures
Referrals: 2%
Access Issues: 11%
Benefits and Coverage 2%
Quality of Care Issues: 13%
Other: 68%
 ❖ Transportation: 44% of "Other" Category
 ❖ Provider Billing Issues: 19% of "Other" Category
 ❖ Medication Issues: 5% 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 increased as members resumed care in the community
 ❖ Access grievances increased due to termination notifications sent to members
 ❖ No other significant trends noted for grievances in Q1 2021.

Highest Grievances Filed by County
 1. Merced: 37%
 2. Monterey: 36%
 3. Santa Cruz: 27%

Behavioral Health Beacon Grievances:
 ❖ Member Grievances: 11

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.

Appeal and Grievance Rate PKPM
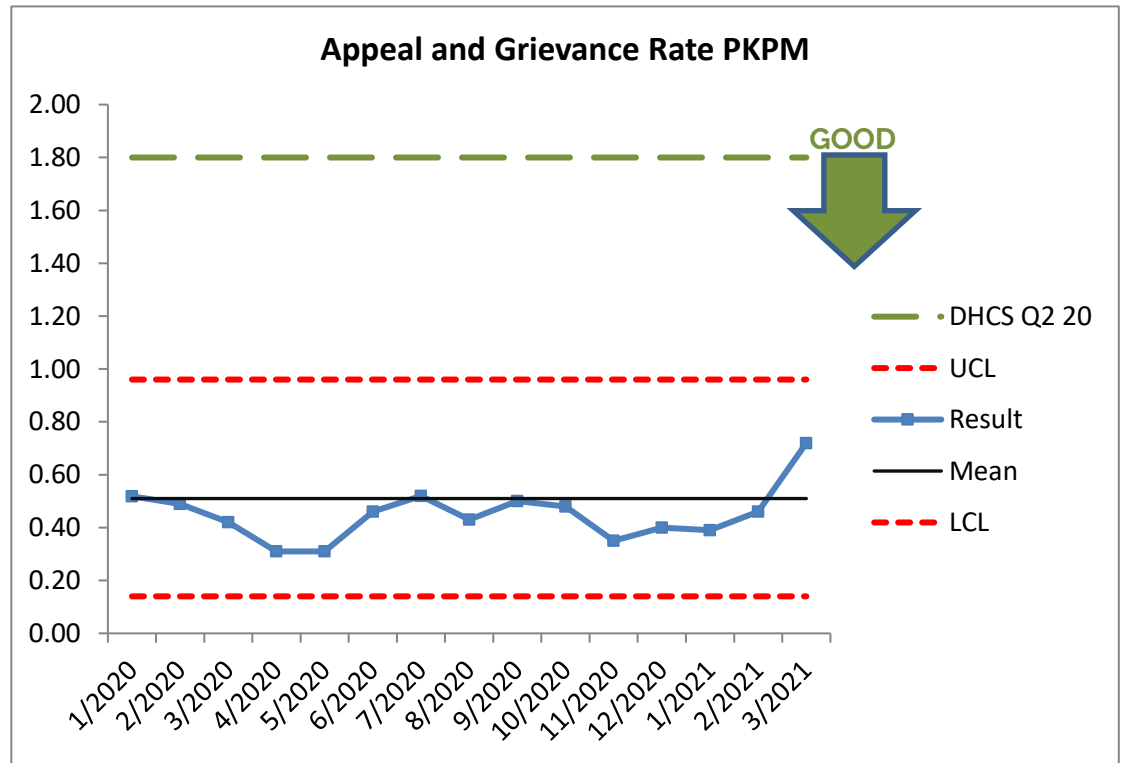
	Jan	**Feb**	**Mar**	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
2020 Enrollment	334,394	337,611	337,444	341,861	346,268	350,131	352,983	355,570	358,607	360,426	362,625	365,250
A&G Issues	173	167	141	107	108	162	187	157	183	173	126	146
Rate PKPM*	0.52	0.49	0.42	0.31	0.31	0.46	0.53	0.44	0.51	0.48	0.35	0.40
2021 Enrollment	367,575	369,855	371,828									
A&G Issues	145	170	269									
Rate PKPM*	0.39	0.46	0.72									

*Grievances Per 1,000 Member Month

Agenda:

1. Features and Benefits
2. Demo
3. Feedback, Questions, Suggestions
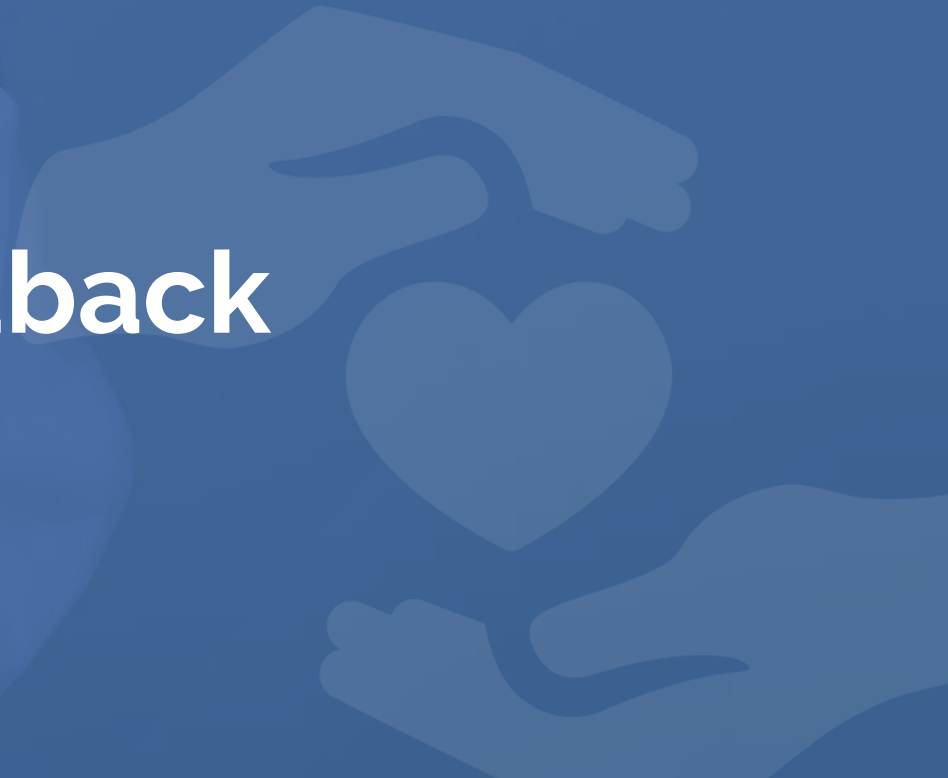
MSAG: Website
User Feedback

AGENDA

Features and Benefits / Demo

Sky Collins, Web and Digital Media Developer
Communications Department

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

Availability across devices. Easily view information on your smartphone, tablet or computer.
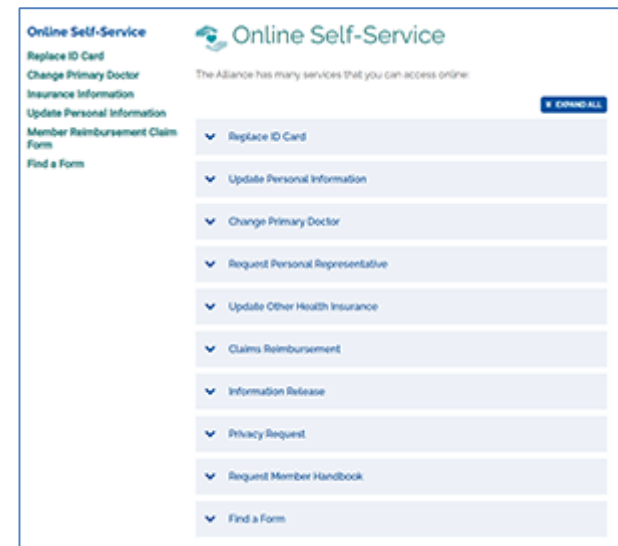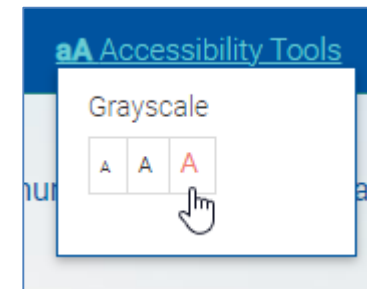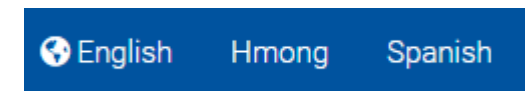
OUR WEBSITE Features and Benefits for Members

- Find out about any recent changes in benefits and other news from the Alliance.

- Always see the contact numbers for Member Services and links to important resources.

- Use our online self-service features to replace an Alliance Member ID card if yours is lost or stolen, update your personal information, request a new primary care provider and more!

OUR WEBSITE **Features and Benefits for Members**

- New categories to organize information.
- Easier for members to scan and locate what they looking for.
- Use our search tool to find the information you are looking for.
  - For example: Searching for COVID-19 Information

- Switch the language of our website from English to Spanish or Hmong.

- Make the size of the words on the page larger or convert site to grayscale.
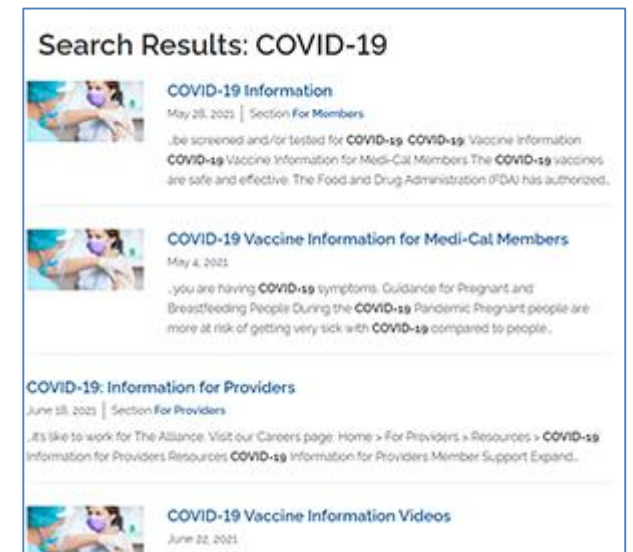
OUR WEBSITE **Find Information Easily**

Feedback/Questions/Suggestions

Thank You!

9

Enhanced Care Management and In Lieu of Services Overview

AGENDA:

1. What is Enhanced Care Management (ECM)?
2. Who is Eligible to Receive ECM?
3. What Are In Lieu of Services (ILOS)?
4. When Will ECM & ILOS be available?

What is Enhanced Care Management?

- ECM will be a Medi-Cal benefit beginning January 1, 2022
- High-touch, face-to-face work in the community with frequent member contact
- Extends beyond standard case management, care coordination and disease management activities
- Person-centered, goal-oriented and culturally relevant
- Services are arranged through community based providers
- Integrated with other care coordination processes. ECM assumes primary responsibility for all primary, acute, behavioral, developmental, oral, and long-term services and supports, regardless of setting

What are the Goals of Enhanced Care Management?

- Improving care coordination

- Integrating services

- Facilitating community resources

- Improving health outcomes

- Addressing social determinants of health

- Decreasing inappropriate medical utilization

4

<u>January 2022</u>

- Individuals and families experiencing homelessness or chronic homelessness, or who are at risk of becoming homeless with complex health and/or behavioral health conditions

- High utilizers with frequent hospital admissions, short-term skilled nursing facility stays, or emergency room visits

- Individuals at risk for institutionalization who have co-occurring chronic health conditions and:
  - Serious Mental Illness (SMI, adults)
  - Substance Use Disorder (SUD)

January 2023

- Individuals at risk for institutionalization who are eligible for Long Term Care services

- Nursing facility residents who want to transition to the community

- Individuals transitioning from incarceration who have significant complex physical or behavioral health needs requiring immediate transition to the community

July 2023

- Children or youth with complex physical, behavioral, or developmental health needs

  – California Children's Services, foster care, youth with Clinical High-Risk Syndrome, or first episode of psychosis

IN LIEU OF SERVICES (ILOS): OVERVIEW

- According to Federal Medicaid program rules, "in lieu of services" are medically appropriate and cost-effective alternatives to services that can be covered if:
  - Services are focused on medical/social determinants of health as a substitute for, or to avoid, hospital/nursing facility admissions, discharge delays, and avoidable emergency department use
  - Services are optional for members and they are not required to use the ILOS
  - Each service will have defined eligible populations, code sets, potential providers, restrictions, and limitations
  - Services are optional for the managed care plan to provide

14 ILOS SERVICES

- Housing transition and navigation services
- Housing deposits
- Housing tenancy and sustaining services
- Short-term post-hospitalization housing
- Recuperative care (medical respite)
- Respite services
- Day habilitation programs

- Community transition programs
- Residential care facilities
- Personal care and homemaker services
- Home modifications
- Meals/medically tailored meals
- Sobering centers
- Asthma remediation

ILOS: PLANNING

- DHCS is proposing statewide implementation over time, focusing in the short term on infrastructure development

- DHCS is strongly encouraging Health Plans to continue ILOS implemented during Whole Person Care pilots

- Health Plans can add new ILOS in six month intervals

- The State will provide technical assistance to Health Plans, to prepare for this new set of services

When Will ECM & ILOS be available?

WHAT IS WHOLE PERSON CARE PILOT?

- WPC pilots began in 2017 throughout the State

- Pilots are administered by Counties

- Goal was to improve member health and wellbeing through more efficient and effective use of resources

- Targeted high cost, high utilizers of ED and inpatient services who are chronically homeless and have mental illness and/or SUD

- Focused on coordinated health, BH, and social services, in a patient-centered manner

- Built case management, care coordination, and data sharing infrastructure

ECM & ILOS: IMPLEMENTATION TIMELINE

- **For Counties <u>with</u> Whole Person Pilots (Santa Cruz and Monterey):**
  - **January 1, 2022** – Alliance launches ECM benefit for 2022 populations of focus that align with the populations currently served by the WPC Pilots
  - Alliance automatically transitions Members currently served by WPC or in the process of enrolling in WPC into ECM and reassess within 6 months
  - Alliance may begin offering ILOS as prescribed by WPC pilots

  - **January 1, 2023** – Alliance expands ECM for three of the remaining populations of focus

  - **July 1, 2023** – Alliance expands ECM to all populations of focus, including Children and Youth

- **For Counties <u>without</u> Whole Person Pilots (Merced):**

  o **January 1, 2022** – Alliance may begin offering ILOS in alignment with their service area

  o **July 1, 2022** – Alliance begind implementation of ECM

  o **January 1, 2023** – Alliance expands ECM to three other populations of focus

  o **July 1, 2023** – Alliance expands ECM to all populations of focus, including Children and Youth

Questions?