



Physicians Advisory Group

Meeting Agenda

Date: **Thursday, September 12, 2024**

Time: **12:00 p.m. – 1:30 p.m.**

Place: **Santa Cruz County:**

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

Monterey County:

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

Merced County:

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

Mariposa County:

Mariposa County Health & Human Services – Cathey's Valley Room
5362 Lemee Lane, Mariposa, CA

San Benito County:

Community Services & Workforce Development Building - Conference Room
1161 Felipe Road, Bldg. B, Hollister, CA

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, September 11 to the Clerk of the Advisory Committee at tneves@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, from an Alliance County office, 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.

1. **Call to Order by Chairperson Wang & Myers. 12:00 p.m.**

- A. Roll call.
- B. Supplements and deletions to the agenda.

2. **Oral Communications. 12:10 p.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 five minutes in length, and any individual may speak only once during Oral Communications.

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

- 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.

Consent Agenda Items: 12:15 p.m.

- 3. **Approve PAG Meeting minutes of May 30, 2024.**
 - A. Reference materials: Minutes as above.

Regular Agenda Items: 12:20 p.m.

- 4. **New Business**
 - A. Case Management Vision E. Leary
 - B. Data Sharing with Hospitals & Clinics M. Wang, MD
 - C. EPT and Practice Coaching S. King, M. Parra
- 5. **Open Discussion: 1:20 p.m.**
 - A. Group may discuss any urgent items.
- 6. **Adjourn: 1:30 p.m.**

The next meeting of the Physicians Advisory Group, after this September 12, 2024 meeting:

Date/Time: Thursday, December 5, 2024, 12:00-1:30 p.m.

Location: All Alliance counties

The complete agenda packet is available for review on the Alliance website at www.ccah-alliance.org/boardmeeting.html. The Alliance 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 Clerk of the Advisory Group at least 72 hours prior to the meeting at (831) 430-5556.

Physicians Advisory Group



Meeting Minutes

Thursday, May 30, 2024
12:00 - 1:30 p.m.

Santa Cruz County:

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

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Mariposa County:

Mariposa County Health & Human Services – Alliance Suite
5362 Lemee Lane, Mariposa, CA

San Benito County:

Community Services & Workforce Development Building - Conference Room
1161 Felipe Road, Bldg. B, Hollister, CA

Group Members Present:

Dr. Cristina Mercado	Provider Representative
Dr. Shirley Dickinson	Provider Representative
Dr. Cheryl Scott	Provider Representative
Dr. Salvador Sandoval	Provider Representative
Dr. Casey KirkHart	Provider Representative
Dr. Mai-Khanh Bui-Duy	Provider Representative
Dr. Caroline Kennedy	Provider Representative
Dr. Mimi Carter	Provider Representative
Dr. Donald Hernandez	Board Member

Group Members Absent:

Dr. Jennifer Hastings	Provider Representative
Dr. Scott Prys	Provider Representative
Dr. James Rabago	Provider Representative
Dr. Devon Francis	Provider Representative
Dr. Amy McEntee	Provider Representative
Dr. Charles Harris	Provider Representative
Dr. Misty Navarro	Provider Representative
Dr. Ralph Armstrong	Board Member

Staff Present:

Dr. Dennis Hsieh	Chief Medical Officer
Dr. Omar Guzman	Chief Health Equity Officer
Dr. Mike Wang	Medical Director
Dr. Dianna Diallo	Medical Director
Ms. Elizabeth Leary	Care Management Director
Ms. Andrea Swan	Quality Improvement Director
Ms. Kristynn Sullivan	Program Development Director

Ms. Rebecca McMullen	Behavioral Health Program Manager
Ms. Sarina King	Quality & Performance Improvement Mgr.
Ms. Jessie Dybdahl	Provider Services Director
Mr. Jim Lyons	Provider Relations Manager
Ms. Kristen Rohlf	Quality & Population Health Manager
Ms. Lisa Ba	Chief Financial Officer
Ms. Kay Lor	Director of Payment Strategy
Ms. Tracy Neves	Clerk of the Advisory Group

Public Representatives Present:

Mr. Mike Molesky	Board Member
Dr. Sandrine Pirard	Carelon

1. Call to Order by Dr. Dennis Hsieh.

Group Chairperson Hsieh called the meeting to order at 12:00 p.m.
Roll call was taken.

2. Oral Communications.
Chairperson Hsieh opened the floor for any members of the public to address the Group on items not listed on the agenda.

No members of the public addressed the Group.

Consent Agenda

- A. The Group reviewed the March 7, 2024 Physicians Advisory Group (PAG) minutes.

Action: Minutes approved.

3. New Business

- A. Provider Supplemental Payment

Lisa Ba reviewed the reserve allocation, framework, and methodology for provider supplemental payments. Staff will ask the Board for approval of the reserve allocation for provider payments. Financial performance for the past 4 years was reviewed with the Group. In 2023, the Alliance's operating income was 135 million with a revenue of 32 million from investment income for a net of 168 million income. The Alliance fund balance for 2023 was also reviewed. The Board sets aside a 3 month capitation emergency fund and strategic reserve. Funds are also set aside for DSNP, Medi-Cal Capacity Grants and Value Based Payments. Staff will ask the Board to allocate 152 million for supplemental provider payments. The framework is aligned with the Alliance's strategic goals of Health Equity and Person-Centered System Transformation. In April, the Board reviewed network access and this will be incorporated into the framework. In addition, the provider appointment availability survey was shared with the Board, and currently the Alliance is at 54% compliance for specialists for urgent appointments and routine appointments 68%, this will provide the basis for the recommendation. Goals will be achieved by member and community support, provider support and data. In June, the Board recommendation will be to approve the framework to make a one-time supplemental payment to the contracted reimbursement rates to improve access and advance health equity.

Kay Lor asked the Group for feedback regarding specialty access and shared the supplemental payment goals. The program will be potentially for a maximum of 3 years. It was noted MCO funds will be available for providers in 2025. Also noted was the maximum of 3 years seems short term based on issues. It was suggested to have a two prong incentive for current specialists and another to increase providers to be able to provide that care. Also noted was having a deep understanding of the gaps is important.

Lisa noted the MCO tax has an impact on the delivery system and not the Alliance network, and specialists are already paid 100 percent of Medicare. The hope is that the state will bring providers (non-specialists) up to 87.5% of Medicare but the state is pausing the MCO tax. The Alliance will use reserves to bring providers to 87.5%. There are continuous incentive programs including grants and Care Based Incentives (CBIs) for providers. If the Alliance continues to have additional profits, there is a possibility of continuing the supplemental payments for a multi-year effort. Several issues were noted including Medicare does not pay the cost of care provisions, and the cost to provide care across the state, and lack of providers taking fee for service.

Kay shared the methodology and next steps. The recommendation will be made to the Board in August 2024 with implementation in January 2025. A provider noted she loses money seeing patients which limits her ability to be a strong primary care provider. Also, she interviews multiple providers, and it is difficult to get physicians to move to the area. A provider noted, the data from the Alliance website is poor and broken for months at a time, the website needs to be up to date so it can be utilized. Kristynn noted there is comprehensive data work being done at the Alliance and the data optimization project is getting ready to launch and focused on how to receive and process the data and get it back to our partners. The quality received is not reliable and creates difficulty and is complicated by each entity on a different system.

A provider noted she has not received Quarter 1 data yet. Another provider noted it is not easy to survive on a capitated rate. There should be incentives and bonuses for primary care providers (PCPs). Jessie noted the importance of continuing to investigate in workforce recruitment and retention bonuses for providers. Kristynn noted Program Development is partnering with the public health departments and working on their processes. Grants has allocated an amount to each health department to further the work in all 5 counties.

B. Continuity & Coordination of Care: Behavioral Health & Primary Care

Andrea Swan reviewed Measure 1: Anti-Depressant Medication Management (AMM). This measure looks at the percentage of members 18 years of age and older who were treated with antidepressant medication, had a diagnosis of major depression and who remained on an antidepressant medication. Reviewed was Effective Acute Phase Treatment and Effective Continuation Phase Treatment. Data for 2022 was reviewed in Merced, and the rate was 65.05% and Santa/Cruz/Monterey was 64.40% with an eligible population of 1,000 members. The goal for the counties was 75%, Continuation phase rates were 44.92% in Merced and 47.07% in Santa Cruz/Monterey. Sarina King asked the Group about barriers to care. Dr. Pirard noted patients are complex to manage with behavioral health and limited time. The recommendation is to start low and go slow, making certain to monitor side effects. Barriers noted included stigma and medication side effects. A provider noted medication is not right for everyone. Other barriers noted, patients sometimes do not pick up medications, lack of access, no follow-up in 2 weeks

and patient falls off the schedule. It is difficult to follow up if the appointment is canceled. A behavioral health navigator was suggested. Another suggestion was to invest more in the care team, Provider suggested education on screening and prescribing (possible webinar)..

Measure 2: Follow-up Care for Children Prescribed ADHD Medication (ADHD) – This measures the percentage of children newly prescribed attention-deficit/hyperactivity disorder (ADHD) medication who had at least three follow-up care visits within a 10-month period, one of which was within 30 days of when the first ADHD medication was dispensed. Measure looks at members prescribed and whether they remained on the medication. The initiation rate for Merced was 41.8% and Santa Cruz/Monterey 41.14%, the goal was met. continuation phase rate in Merced was 49.06% and Santa Cruz/Monterey 40.30%. Dr Pirard suggested working with the therapist, and telehealth. A provider noted some PCPs do not feel comfortable prescribing medication for ADHD and refer to psychiatry.

Also considered should be summer months and weekends when children do not take their medications. There was a question whether the data captures when kids' diagnosis changes. Kristen noted they are not removed from the measure if the diagnosis is changed. It was suggested understanding the criteria for diagnosis and other psychiatric conditions.

C. Care Management Referral Criteria

Elizabeth Leary asked the Group for feedback on referrals and noted Care Management is working on processes. Leadership has developed draft referral criteria and would like input. There are 2 divisions, Care Coordination and Complex Case Management. The Complex Care Management referral criteria is:

- Newly diagnosed life-limiting condition or disease
- Dual diagnosis of severe mental illness (SMI) or substance use disorder (SUD) and a physical health condition for those who are not eligible for Enhanced Care Management (ECM)
- Poorly controlled disease states

Care Coordination referral criteria:

- Alcohol and other Drugs (AOD) bridge
- Behavioral Health Bridge
- Resources for Social Determinants of Health Applications/Access to Public Benefits programs
- Skilled Nursing Facility (SNF) Placement from the Community
- Health System Navigation/Appointment Assistance
- Assistance with durable medical equipment (DME), Home Health, other supports

A provider noted there could be a lack of understanding about the programs. Another provider noted she has only had her patients go through ECM services, and coordination has been helpful when patients are no shows. Elizabeth noted Care Management is working to bridge the gaps and looking at proactive strategies.. Board member noted the care team has been helpful with his health care needs.

4. Open Discussion

No further discussion

The meeting adjourned at 1:40 p.m.

Respectfully submitted,

Ms. Tracy Neves
Clerk of the Advisory Group

The Physicians Advisory Group is a public meeting governed by the provisions of the Ralph M. Brown Act. As such, items for discussion and/or action must be placed on the agenda prior to the meeting.



Revised Physicians Advisory Group Meeting Calendar for Remainder of 2024

Thursday, May 30	12:00 - 1:30 PM
Thursday, September 12	12:00 - 1:30 PM
Thursday, December 5	12:00 - 1:30 PM

Meetings to be held in-person at the locations listed below:

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Mariposa County:

Mariposa County Health & Human Services - Cathey's Valley Room
5362 Lemee Lane, Mariposa, CA
(May 30 meeting in Alliance Suite)

San Benito County:

Community Services & Workforce Development Building - Conference Room
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*Lunch provided.

