

# Whole Child Model Clinical Advisory Committee

## Meeting Agenda

Thursday, June 15 2023

12:00 p.m. – 1:00 p.m.



### Held Via Teleconference

1. Members of the public wishing to join the meeting may do so as follows:

**Join on your computer, mobile app, or room device.**

[Click here to join the meeting](#)

**Meeting ID:** 252 329 419 029

**Passcode:** bqXfQ7

[Download Teams](#) | [Join on the web](#)

**Or call in (audio only)**

[+1 872-242-9041,200327758#](#)

**Phone Conference ID:** 200 327 758#

[Find a local number](#) | [Reset PIN](#)

2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Committee 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, June 14 to the Clerk of the Advisory Committee at [asanchez@ccah-alliance.org](mailto:asanchez@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.

1. **Call to Order by Chairperson Diallo 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 Committee on items not listed on today's agenda that are within the jurisdiction of the Committee. Presentations must not exceed five minutes in length, and any individual may speak only once during Oral Communications.
  - B. If any member of the public wishes to address the Committee 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 WCMCAC Meeting Minutes of April 6, 2023**
  - A. Reference materials: Minutes as above.
  - B. Grievance Update S. Sanders
  - C. WCM Updates K. Riggs, RN

**Regular Agenda Items: 12:20 p.m.**

4. **Old Business**
  - A. Transportation Update G. Taboada
5. **New Business**
  - A. Health Rewards Program- Healthy Start V. Lozano
  - B. Transition/Age Out A. McEowen, RN
6. **Open Discussion: 12:50 p.m.**
  - A. Group may discuss any urgent items.
7. **Adjourn: 1:00 p.m.**

**The next meeting of the Whole Child Model Clinical Advisory Group, after this April 6, 2023 meeting:**

- Thursday September 21, 2023, 12:00-1:00 p.m.  
Locations: Teleconference via MS Teams

Members of the public interested in attending should call the Alliance at (831) 430-5556 to verify meeting dates prior to the meetings.

\*\*\*\*\*

The complete agenda packet is available for review on the Alliance website at:  
[www.ccah-alliance.org/boardmeeting.html](http://www.ccah-alliance.org/boardmeeting.html)



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

# Whole Child Model Clinical Advisory Committee



## Meeting Minutes

**Thursday, April 06, 2023**

12:00 p.m. - 1:00 p.m.

## Teleconference Meeting

### **Committee Members Present:**

Ibraheem Al Shareef, MD  
Cal Gordon, MD  
John Mark, MD  
Salvador Sandoval, MD  
Sarah Smith, MD  
Jennifer Yu, MD  
James Rabago, MD

Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative  
Board Representative

### **Committee Members Absent:**

Camille Guzel, MD  
Patrick Clyne, MD  
Devon Francis, MD

Provider Representative  
Provider Representative  
Provider Representative

### **Staff Present:**

Dianna Diallo, MD  
Dale Bishop, MD  
Marwan Kanafani  
Navneet Sachdeva  
Shaina Zurlin, LCSW, PsyD.  
Andrea Swan  
Jennifer Mockus, RN  
Tammy Brass, RN  
Kelsey Riggs, RN  
Jessie Newton, RN  
Cynthia Balli  
Jenna Stromsoe, RN  
Jacqueline Morales  
Jessica Hampton  
Sarah Sanders  
Ashley McEowen, RN  
Bri Ruiz  
Veronica Lozano  
Gisela Taboada  
Tracy Neves

Medical Director  
Chief Medical Officer  
Health Services Officer  
Pharmacy Director  
Behavioral Health Director  
QI & Population Health Director  
Community Care Coordination Director  
Utilization Management Director  
Pediatric Complex Case Mgmt. Manager  
Care Coordination Manager  
Provider Relations Supervisor  
Complex Case Management Supervisor  
Provider Relations Representative  
ECM/CS Manager  
Grievance & Quality Manager  
Pediatric CCM Supervisor  
Pediatric Care Coordination Supervisor  
Quality Improvement Program Advisor  
Member Services Call Center Manager  
Clerk of the Committee

### **Other Representatives Present:**

Becky Shaw  
Laurie Soman  
Kenny Ha  
Mike Barrett

Provider Representative  
Provider Representative  
Aveanna Representative  
Aveanna Representative

**1. Call to Order by Chairperson Diallo.**

Chairperson Dr. Dianna Diallo called the meeting to order at 12:00 p.m.

Roll call was taken.

**2. Oral Communications.**

Chairperson Dr. Diallo opened the floor for any members of the public to address the Committee on items not listed on the agenda.

No members of the public addressed the Committee.

**3. Consent Agenda Items.****A. Approval of WCMCAC Minutes**

Minutes from the December 15, 2022 meeting were reviewed.

**B. Grievance Update**

Grievance data was provided to the Committee.

**M/S/A** Consent agenda items approved.

**4. Regular Business.****A. Pediatric Complex Case Management Emergency Outreach**

Ashley McEowen, RN presented on emergency outreach from the pediatric team during emergencies. The pediatric team provides support to members during emergencies such as, but not limited to power outages, fires, flooding, evacuations, primary care provider, office closures due to inclement weather, as well as public health emergencies such as during the COVID-19 pandemic. During these times, the goal, of the team is to identify those pediatric members who are recognized as being at the highest risk, and this does include both CCS and non CCS children. The pediatric team then outreaches to provide resources and education utilizing specific talking points to those members and families who have been identified. The team also provides education surrounding emergency preparedness during routine check ins with members and their families.

High risk and moderate risk members were identified particularly those members requiring electricity dependent durable medical equipment (DME) and those in geographic locations that were specific to the risk of being affected.

The pediatric team provided education to members and their families, including information regarding evacuation zones throughout the state of California, and shelter locations. Outreach was conducted to 650+ members and additional information was provided regarding:

- Evacuation zones throughout the state of California
- Evacuation sites/shelters
- Weather Service Updates
- General information for service delivery counties
- California Emergency Notifications
- Sandbag locations
- Food resources

In addition, contact information for Member Services and the Nurse Advice Line was provided to members. The team also directed members to their primary care provider (PCP) and or emergency room or urgent care for any medical emergencies.

Dr. Diallo acknowledged all the support and teamwork between Santa Cruz and Monterey in assisting displaced families.

B. Whole Child Model California Children's Services (CCS) Referral Updates

Kelsey Riggs, RN shared CCS referral data from Q4. Referral trends from September 2022 to February 2023 were shared with the Committee. Total referral approval rates by county for Q4 includes Merced – 73.7%, Monterey – 76.5% and Santa Cruz – 81.4%. Average approval rate is 76.2%.

CCS Referral Approval Counts by County:

Merced: 137

Monterey: 170

Santa Cruz: 67

Total Referrals: 374

In Quarter 4, there were 285 new CCS members, with 8,233 eligible members. Referral volumes and approval rates continue to steadily increase. Dr. Diallo wanted to acknowledge the partnership with our CCS partners and noted we really need your community support with the referrals. There was a question regarding the geographic mobility that we saw during COVID and does the Alliance think that is affecting referral numbers or is it now stabilizing? **Action:** The Alliance can investigate this further and get back to the Committee. The Alliance, however, has a solid process in working with the counties to support members that are transferring either between our counties or outside of our counties. The Alliance has had members transfer out of county and was able to support the member through the change without gaps in care.

A provider had questions regarding numbers for Merced County being slightly below average. The provider asked if it is something related to the communication between the referrals department or is it related to the providers assignment of certain codes and diagnosis. It was noted, Merced continues to trend below average regarding referral rates. The Alliance continues to monitor referrals and shares information with the county CCS referral team regularly. In addition, the provider asked if it was possible to have access to the Alliance portal. **Action:** The Alliance will check on portal access and will contact the CCS team.

C. Transportation Update

Gisela Taboada provided a Transportation Update. Gisela acknowledged Dr. Mark and the Stanford core team for being the best partners when it comes to bringing issues forward regarding transportation services and the Alliance could not have done many of the improvements without the feedback from Stanford core. On January 1, 2023, the Alliance delegated all customer service and intake of non-medical transportation (NMT) over to our vendor Call the Car. There were pain points and improvements that needed to be made around communication and support for our CCS members. Some members were waiting an exceedingly long time to connect with Call the Car, or they were not getting updates about pick-up times for their transportation.

Gisela thanked Dr. Diallo and team for holding a collaborative meeting with Stanford core and Call the Car to emphasize the importance of ensuring that our members specifically in South Monterey County were being picked up to go to their appointments at Stanford. Through this collaboration, we can ensure that all of our CCS members in our system are now flagged and in the Call the Car system, so it is known that this is a CCS member that requires more support and guidance.

To ensure that children were being picked up on time, the Alliance also provided Stanford core with a direct connection to Call the Car case management and that has taken out the waiting period. Members are now connecting to their case management. Additionally, the Alliance assigned a lead Member Service Representative (MSR) within our call center to have more direct connection with certain families as we have families that speak only Mixteco. This kind of relationship building with our members has been helpful. Call the Car is also working on texting updates in Spanish. This is a barrier to understanding when a driver is outside of the home, and this issue has been escalated to Call the Car and their development team.

Dr. Mark wanted to acknowledge Gisela and everybody at the Alliance who just really stepped up and made this happen. Gisela also noted there is research being conducted regarding transportation for San Benito and Mariposa counties, since those are going to be our expansion counties for 2024. Dr. Diallo acknowledged Dr. Mark and his team; it is extremely helpful when our partners bring issues/barriers forward so that we can work together and make it better. Thank you.

D. Enhanced Case Management (ECM) and Community Supports (CS) Pediatric Update

Jessica Hampton presented on ECM and CS Pediatric updates. In July, the Alliance is rolling out two new populations of focus for children and youth. Children and youth who are enrolled in CCS or CCS Whole Child Model with additional needs beyond the CCS condition are going to be eligible for ECM beginning July 1. In addition to this population, children and youth involved in the child welfare system will also be eligible. The Alliance is focusing on those populations that are under the age of twenty-one and that meet specific criteria. For the CCS population, children should be enrolled in CCS or CCS Whole Child Model and experiencing at least one complex social factor influencing their health.

Community Supports offered were shared with the committee and two new community supports will be offered: personal care and homemaker services and respite services for caregivers. Personal care and homemaker services will be for those members that are receiving IHSS, and this will be approved above and beyond their IHSS hours.

There was a question regarding updates on vendor contracts for ECM and CS. In terms of contracting with vendors, the Alliance is recruiting and collaborating with community based organizations, and larger organizations to identify people who can serve these populations of focus. The Alliance collaborates with Provider Services to understand organizations capability to serve our members and their understanding of the benefits. The Alliance is working to get vendors contracted in the next few weeks. It is helpful to receive feedback in terms of community based organizations that you think would be able to provide and support these services. There was a question regarding contracting with those that have direct pediatric experience especially CCS and coordination with County CCS programs. The Alliance does assess providers ability and their background in servicing the populations of focus. There is no requirement, but something that is taken into heavy consideration and the Alliance has not contracted with anyone that does not have experience with the populations of focus that they serve. ECM eligible member data by population of focus and program county was shared with the Committee. There are about 1,400 pediatric members eligible for services. Housing community supports, housing transition and navigation is another benefit. This benefit assists members with obtaining safe and stable housing. It is available to our youth population and families. This is not necessarily short term and providers work with people to find safe and stable housing.

There was a question regarding issues identified in a recent evaluation regarding decreased enrollment and referrals and issues with case management and what is being done to address these concerns. It was noted the report identified that case management was more difficult to access in Whole Child Model than prior, no direct contact, multiple phone calls and the need to navigate the phone tree. Also, it was noted, there was actually good satisfaction overall among most families with the transition with 10% of the families stating the services were worse. **Action:** The Alliance will take this information back and present at the next WCMCAC Meeting since the evaluation report was just recently released.

**Open Discussion.**

Chairperson Diallo opened the floor for the Committee to have an open discussion.

Stanford reported respiratory season has stopped, and no cases reported in 48 hours. Grace Lee is new Chief Quality Officer. In Merced, work is being done on immunization gaps, hiring, and conducting clinics. In Santa Cruz, there were two families displaced at Watsonville County Fairgrounds, with DME and post operative requiring coordination of services. Many people are still displaced in Pajaro due to recent flooding.

The meeting adjourned at 1:00 p.m.

Respectfully submitted.

Ms. Tracy Neves  
Clerk of the Advisory Committee

The Whole Child Model Clinical Advisory Committee is a public meeting.



# Whole Child Model Grievances

Whole Child Model Clinical Advisory Committee: WCMCAC

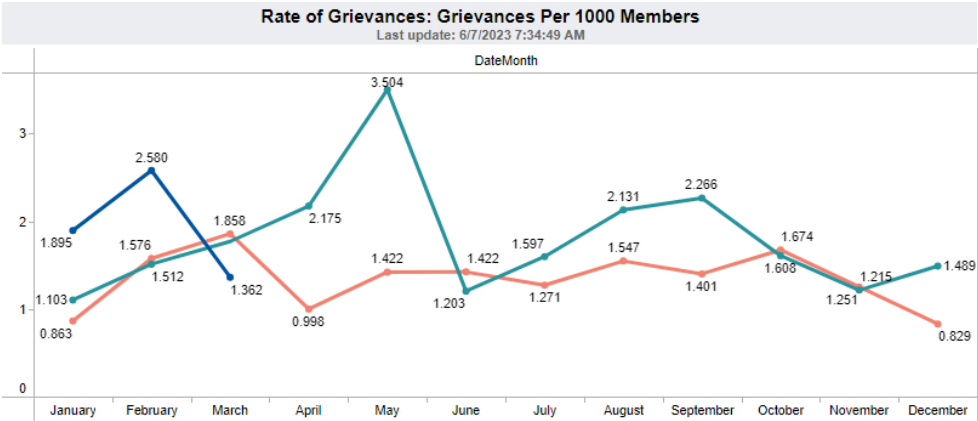
Prepared by: Sarah Sanders, Grievance and Quality Manager

June 15, 2023



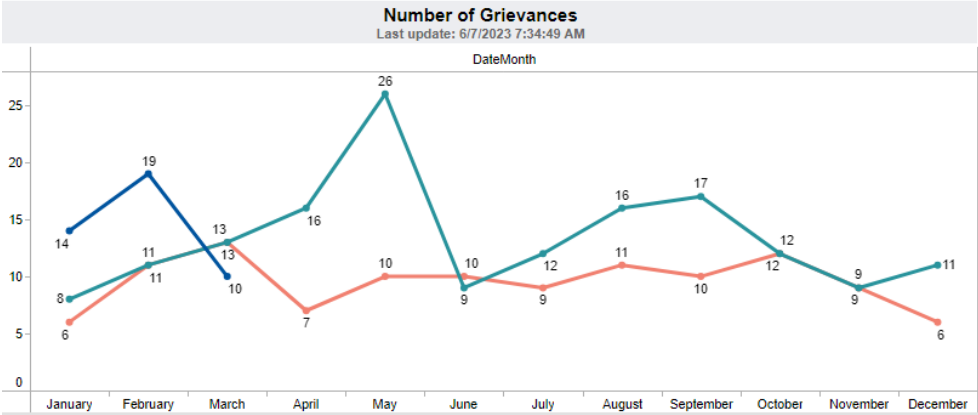
# WCM **GRIEVANCE RATE:** Per thousand WCM/CCS Members Per Month (PKPM)

RATE



Year  
2023  
2022  
2021

Number  
Rec'd



# WCM Q1 2022– Q1 2023 GRIEVANCES by LOCATION

ProgramCounty

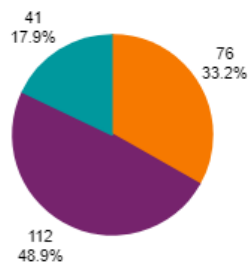
Santa Cruz

Monterey

Merced

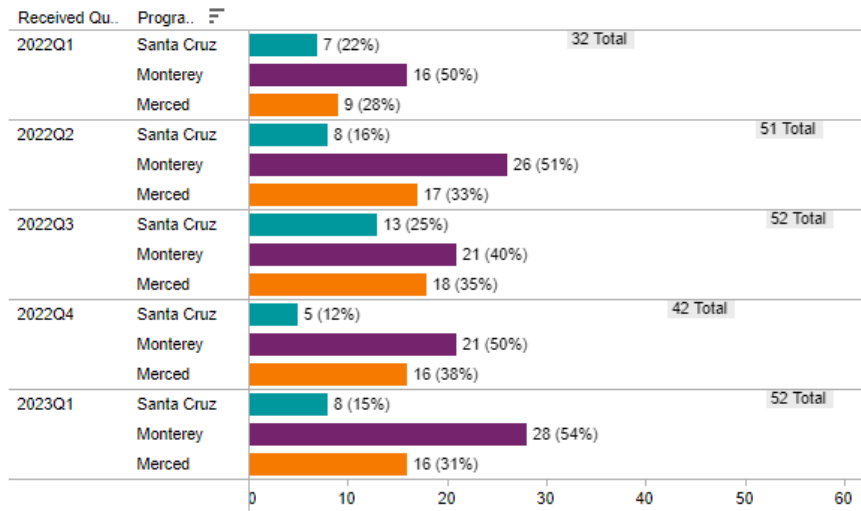
WCM Grievances by Member Location

Last update: 6/7/2023 7:31:29 AM

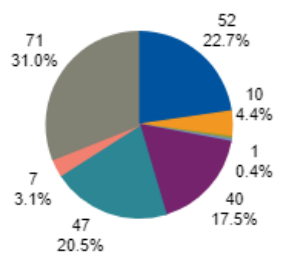
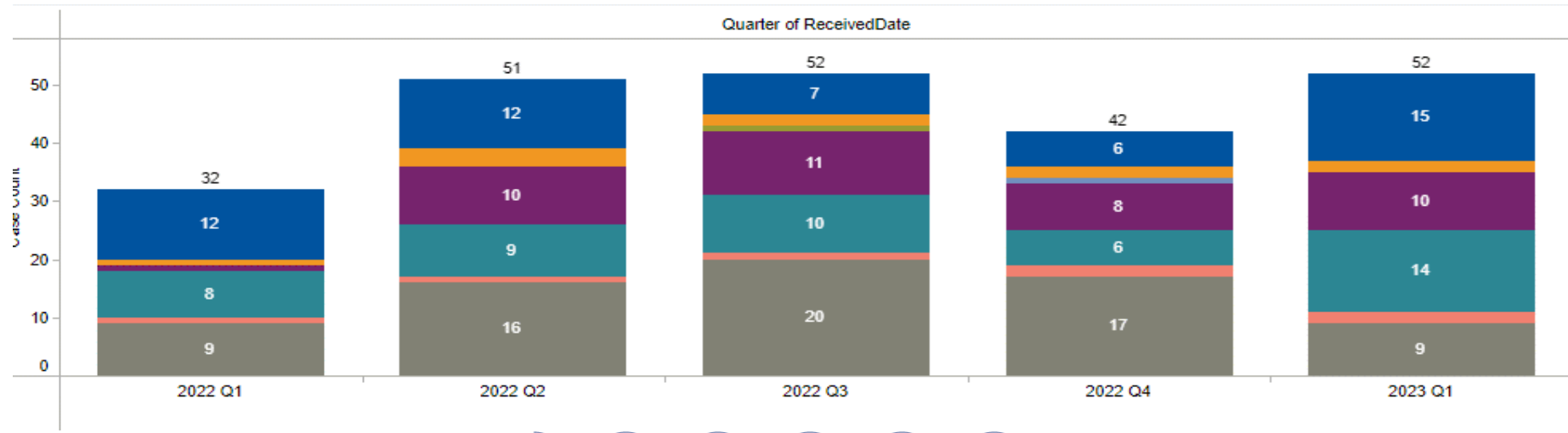


WCM Grievances by Member Location by Quarter

Last update: 6/7/2023 7:31:29 AM



# WCM Q1 2022 through Q1 2023 GRIEVANCES by TYPE



- Appeal
- Benefits-Claims-Cove...
- DME
- Other
- Provider
- Quality of Care-Service
- Timely Access
- Transportation





WCM Review

## Q1 2023 TRENDS

### REVIEW and TRENDS:

1. WCM Grievances are closely monitored to identify trends by the Staff Grievance Review Committee (SGRC)
2. WCM Grievances **increased** during Q1 2023
3. Volume Increased:
  - ❖ Quality of Care
4. Recurring themes continue:
  - ❖ Appeals – WES Genetic Testing
  - ❖ Provider Billing
  - ❖ Transportation (**decreased**)

## WCM **GRIEVANCE** Actions



- Continue engaged monitoring and intervention.
- **Solicit input:** Clinical Partners, please share what you hearing from WCM/CCS providers and members?





# Health Rewards Program – Healthy Start

Veronica Lozano, MBA, CHES  
Quality Improvement Program Advisor II

June 15, 2023



## CCAH New Health Rewards & Updates

### AGENDA:

1. Health Rewards-Healthy Start
2. Eligibility
3. Resources
4. Questions

# Health Rewards - Effective April 1, 2023



## Infant Immunizations

### Birth - 2 years

- Complete childhood immunizations (CIS-10) by 2<sup>nd</sup> birthday.
- Member will qualify for a **\$100** Target gift card.



# Health Rewards - Effective April 1, 2023

## Adolescent Immunizations

### 9 – 13 years

- Complete adolescent immunizations (IMA) by 13<sup>th</sup> birthday.
- Complete **1** well care visit in the previous 12 months.
- Member will qualify for a **\$50** Target gift card.



# Health Rewards - Effective April 1, 2023



## Well-Child Visits

### Birth – 15 months

- Complete **6** or more well-child visits by 15 months..
- Member will qualify for a **\$50** Target gift card.

## Well-Child Visits

### 15 – 30 months

- Complete **2** well-child visits by 30 months of age.
- Member will qualify for a **\$25** Target gift card.

# Health Rewards - Effective April 1, 2023



## Well Care Visits

### Ages 18-21 years old

- Complete **1** well care visit April 1<sup>st</sup> – December 31<sup>st</sup> 2023.
- Member will qualify for a **\$25** Target gift card.

## Health Rewards- Eligibility

- Meet each member incentive criteria.
- Must be an Alliance member at the time of service and/or when becoming eligible for the incentive.
- Members with other health insurance, besides Medi-Cal, are not eligible for these rewards.
- Vendor will mail out certificate with instructions on how to redeem their gift cards.

# Health Rewards – Healthy Start Flyer





**Get rewards for your family's health care.**

Members ages 0-21 can get a healthy start on life and get rewarded! Earn rewards for the things you are doing that can help keep your family healthy!

Get gift cards totaling up to **\$250** by making sure your child is up to date with vaccines and checkups from ages 0-21.


Healthy Start rewards are for members who have the Alliance as their only health care coverage. Those with other health coverage are not eligible.

**Questions?** Call the Alliance Health Education Line at **800-700-3874, ext. 5580**






For more information, visit [www.thealliance.health/healthystart](http://www.thealliance.health/healthystart) or use your smart phone to scan the QR code below:



HEALTHY PEOPLE. HEALTHY COMMUNITIES.  
[www.thealliance.health](http://www.thealliance.health)



## HEALTHY START PROGRAM REWARDS

Who is the reward for?	What is the reward?	What do I have to do to get the reward?
 Ages under 15 months	<b>\$50 gift card</b>	Your child must have 6 checkups with their doctor on or before turning 15 months.
 Ages 15-30 months	<b>\$25 gift card</b>	Your child must have 2 checkups with their doctor on or before turning 30 months.
 2-year-olds	<b>\$100 gift card</b>	Your child must have gotten all needed vaccines from their doctor by their 2nd birthday.
 13-year-olds	<b>\$50 gift card</b>	Members must complete 1 checkup with their doctor within 12 months and have gotten all needed vaccines from their doctor by their 13th birthday.
 Ages 18-21 years	<b>\$25 gift card</b>	Members must have 1 checkup with their doctor between April 1 and December 31, 2023.

**How it works**

- The member needs to complete all required actions for the reward.
- You will get a gift card in the mail 4-8 weeks after completing the required actions.
- Make sure the Alliance has your current mailing address so we can send you your gift card!

HEALTHY PEOPLE. HEALTHY COMMUNITIES.  
[www.thealliance.health](http://www.thealliance.health)

# Health Rewards Program Brochure

**Questions? Call the Alliance Health Education Line at 800-700-3874, ext. 5580.** 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).

**Important information about all Alliance rewards:**

You must be an Alliance member at the time of service to be eligible for the reward. Rewards are for members who have the Alliance as their only health care coverage. Those with other health coverage are not eligible.

The member needs to complete all required actions for the reward.

Your Target gift card will be mailed within 3 months from the approved date. Please make sure the Alliance has your current address and phone number.

Gift cards cannot be used to buy firearms, alcohol or tobacco. Lost or stolen cards cannot be replaced.





**Health Rewards Program**

The Alliance's Health Rewards Program rewards you and your family for taking actions that support your health!

We have rewards for getting routine care, managing chronic conditions, adopting healthy habits and more.

**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

[www.thealliance.health](http://www.thealliance.health)

**Here are the ways that you can earn a reward for you and your family:**

Who is the reward for?	What is the reward?	What do I have to do to get the reward?
 Ages under 15 months	<b>\$50 Target gift card</b>	Your child must have 6 checkups with their doctor on or before turning 15 months.
 Ages 15-30 months	<b>\$25 Target gift card</b>	Your child must have 2 checkups with their doctor on or before turning 30 months.
 2-year-olds	<b>\$100 Target gift card</b>	Your child must have gotten all needed vaccines from their doctor by their 2nd birthday.
 13-year-olds	<b>\$50 Target gift card</b>	Members must complete 1 checkup with their doctor within 12 months and have gotten all needed vaccines from their doctor by their 13th birthday.
 Ages 18-21 years	<b>\$25 Target gift card</b>	Members must have 1 checkup with their doctor between April 1 and December 31, 2023.
 Pregnant people	<b>\$50 Target gift card</b>	See your doctor within the first 13 weeks of being pregnant or 6 weeks of joining the Alliance.
 People who just had a baby	<b>\$25 Target gift card</b>	See your doctor 1 to 12 weeks after having a baby.
 Ages 2 - 18	<b>Target gift card for up to \$100</b>	Complete the 10-week Healthy Weight for Life Program.
 Adults	<b>Target gift card for up to \$25</b>	Complete the 6-week Healthier Living Program workshop.
 All members	<b>\$50 Target gift card raffle</b>	Call the Nurse Advice Line if you have health questions.

**Healthy Start**

Members ages 0-21 can get a healthy start on life and get rewarded!

Get Target gift cards totaling up to \$250 by making sure your child is up to date with vaccines and checkups from ages 0-21.

**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 1 to 12 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 \$100 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 \$50 for attending.

**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! When you call, you will be entered into a raffle for a chance to win a \$50 Target gift card.

**844-971-8907 (TTY: Dial 711)**

# Health Rewards– Resources

## For more information:

- Members can call:

The Alliance Health Education Line:

**800-700-3874, ext. 5580**

- <https://thealliance.health/for-members/health-and-wellness-rewards/>
- Flyers are available in: [\(English\)](#) [\(Spanish\)](#) [\(Hmong\)](#)
- Health Rewards Brochure available in all 3 Threshold languages.
- Flyers & Brochure are available by request, contact Veronica.

# Questions?



# Thank you!

**Veronica Lozano, MBA, CHES**

**Quality Improvement Program Advisor II**

**Office Number: (209) 381-7336**

**Email: [vlozano@ccah-alliance.org](mailto:vlozano@ccah-alliance.org)**

# Whole Child Model Clinical Advisory Committee Meeting Calendar 2023



---

Thursday, April 6	12:00 - 1:00 PM
Thursday, June 15	12:00 - 1:00 PM
Thursday, September 21	12:00 - 1:00 PM
Wednesday, December 13	12:00 - 1:00 PM

Meetings held via MS Teams

