

Whole Child Model Clinical Advisory Committee

Meeting Agenda

Thursday, June 20, 2024

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.

[Join the meeting now](#)

Meeting ID: 268 790 999 660

Passcode: nGTy9W

Dial in by phone:

[+1 872-242-9041,382817061#](tel:+18722429041382817061) United States, Chicago

[Find a local number](#)

Phone conference ID: 382 817 061#

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 19 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. 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 Diallo 12:00 p.m.**

- A. Roll call.

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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 March 21, 2024.

A. Reference materials: Minutes as above.

B. Grievance Update

S. Sanders

Regular Agenda Items: 12:20 p.m.

4. New Business

A. WCM CCS Referral Volumes

A. McEowen, RN

B. Discussion regarding concerns with Behavioral Health

R. McMullen

C. ABA for members without autism diagnosis

S. Redwine/Carelon

5. Open Discussion: 12:50 p.m.

A. Group may discuss any urgent items.

6. Adjourn: 1:00 p.m.

The next meeting of the Whole Child Model Clinical Advisory Group, after this June 20, 2024 meeting:

- Thursday, September 19, 2024 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 bottom of page under Community – Meetings and Events.



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

Whole Child Model Clinical Advisory Committee



Meeting Minutes

Thursday, March 21, 2024

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

Teleconference Meeting

Committee Members Present:

Cal Gordon, MD	Provider Representative
Devon Francis, MD	Provider Representative
Allyson Garcia, MD	Provider Representative
Salvador Sandoval, MD	Provider Representative
John Mark, MD	Provider Representative
Lena Malik, MD	Provider Representative
Allyson Garcia, MD	Provider Representative
Hue Nguyen, MD	Provider Representative
Nicole Shelton, PA	Provider Representative
James Rabago, MD	Board Representative
Ibraheem Al Shareef, MD	Provider Representative

Committee Members Absent:

Sarah Smith, MD	Provider Representative
Jennifer Yu, MD	Provider Representative

Staff Present:

Dennis Hsieh, MD	Chief Medical Officer
Mike Wang, MD	Medical Director
Omar Guzman, MD	Chief Health Equity Officer
Tammy Brass, RN	Utilization Management Director
Shaina Zurlin, LCSW, PsyD	Behavioral Health Director
Kristynn Sullivan, PhD	Program Development Director
Minerva Galvan	Provider Services Representative
Cynthia Bali	Provider Relations Supervisor
Kelsey Riggs, RN	Pediatric Complex Case Mgmt. Manager
Jenna Stromsoe, RN	Complex Case Management Supervisor
Ashley McEowen, RN	Complex Case Management Supervisor
Jacqueline Morales	Provider Relations Representative
Sarah Sanders	Grievance & Quality Manager

Other Representatives Present:

Janna Espinoza	Member Representative
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1. Call to Order by Chairperson Hsieh.

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

Welcome new members Dr. Hue Nguyen & Nicole Shelton, PA from Hollister Pediatrics.

2. Oral Communications.

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

Jana Espinoza addressed the Committee and noted there have been issues with the WCM recently with members aging out and not receiving nursing care and medical therapy referrals. There was a miscommunication with Stanford, and her daughter did not receive treatment as a result (no valid referral). The Alliance was able to resolve the issue however, she believes a considerable number of other members are impacted.. Dr. Hsieh noted there are two system issues and an opportunity for education with Stanford, Also, the clinicians are not sending the appropriate information which has also been a contributing factor, and the Alliance is following up. **Action:** Tracy will schedule a meeting with the Alliance team and Janna for further discussion to understand the issues.. It was noted there is a backlog with the state with those members aging out. Dr. Hsieh asked to be included in future cases that have issues, and noted the Alliance can escalate these issues to the legislative level.

3. Consent Agenda Items.

- A. Approval of WCMCAC Minutes
Minutes from the December 13, 2023 meeting were reviewed.
- B. Grievance Update
Grievance data was reviewed and provided to the Committee.

M/S/A Consent agenda items approved.

4. Regular Business.

- A. Whole Child Model California Children's Services (CCS) Referral Updates
Jenna Stromsoe shared CCS referral data from Q4, Total referral approval rates by county for Q4 includes Merced – 72%, Monterey – 73.1% and Santa Cruz – 74.5%. Average approval rate is 73.2%. Referral trends were also presented to the Committee.

CCS Referral Counts Rates by County:

Merced: 143
Monterey: 134
Santa Cruz: 47
Total Referrals: 324

As of February, total WCM volume was 7,519 and age-out was 68. total WCM enrollment

Action: Dr. Hsieh noted that a presentation on historical trends would be helpful.

- B. Enhanced Care Management /Community Supports (ECM/CS) Update & Discussion.
Dr. Hsieh asked the Committee for suggestions how the Alliance can improve ECM/CS numbers as numbers are not where we would like them. In the past, one of the barriers was a lack of providers. The Alliance has onboarded quite a few new providers but would like to see more engagement. It was noted in Santa Cruz, numbers are quite low considering eligible candidates, possibly a matter of understanding what the services are and finding targeted communities. This is building slowly but an outbound campaign may help. Other than CCS, maybe possible outreach to the medical therapy program as a target group. In addition, outreach to general providers and specialists that are seeing patients would be of value. Outreach is happening at Joint Operating Committee (JOC) meetings but targeted outreach to high volume specialists is a good idea.
Dr Malik noted having someone from the Alliance come to the clinics for an in-service meeting would be beneficial. **Action:** Tracy will follow-up with Dr. Malik to schedule an in-person meeting and will ask Jessica Hampton for ECM numbers after the meeting to send to the Committee.

Dr. Hsieh provided an overview of ECM. Enhanced Care Management is a way for high risk individuals to obtain comprehensive case management. There are 6 components to ECM; provider outreach to the member, enrolling the member in the program, engagement in case management with the member's support network, member education on complex challenges, ensure the member is connected with providers and making it to appointments (possibly accompany member to appointments), follow-up after hospitalization and ED transitions and looping the member into CCC or specialist, and assistance with social determinants of health. The ECM program is envisioned to help eligible members receive the services they need. Referrals can be sent through the provider portal, and members can self-refer.

It was noted it is difficult in busy clinics to have someone screen patients. It was suggested, it would be helpful for information to be given to providers regarding eligible members. Another suggestion was to educate physicians in addition to medical assistants (MAs) and front desk staff. **Action:** The Alliance will take back this information and work on approaches to additional staff and report back on outreach efforts. It was noted there is a no wrong door approach and information is being shared in IDT and JOC meetings The Alliance is working to decrease the administrative burden and appreciates the feedback. A reminder to providers that case managers are available to assist. A provider suggested text message reminders and a checklist of diagnoses sent to providers, mail campaign, etc.,

C. Provider Feedback & Challenges

Dr. Hsieh asked the Committee for feedback regarding any challenges they are experiencing. A provider noted when he sees newborns at 1 month, there is a transition period when they need to be enrolled in Medi-Cal and this causes stress to his schedule. Sometimes this holds up the patient's office visit. Dr. Hsieh asked how the Alliance can assist with this process. **Action:** Tammy provided her contact information and will take this issue back to the Member Services team. It was noted the baby has the mother's ID and then receives their own. Another provider noted sometimes the baby is linked to another clinic and then needs to be put on administrative status so they can be seen.

D. Paneling Specialist Providers for California Children's Services (CCS)

Dr. Hsieh asked the Committee about best approaches, or barriers they are aware of regarding the CCS paneling process.. A provider noted in her clinic they needed a signature from a CCS paneled provider and became aware not all pediatricians are CCS providers. The provider suggested the Alliance make this part of the credentialing process. **Action:** Tammy and Kelsey will take back the suggestion to include CCS paneling in the credentialing process to the Provider Services Director.

5. **Open Discussion.**

Chairperson Hsieh opened the floor for the Committee to have an open discussion. No further discussion.

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

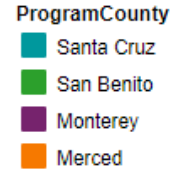
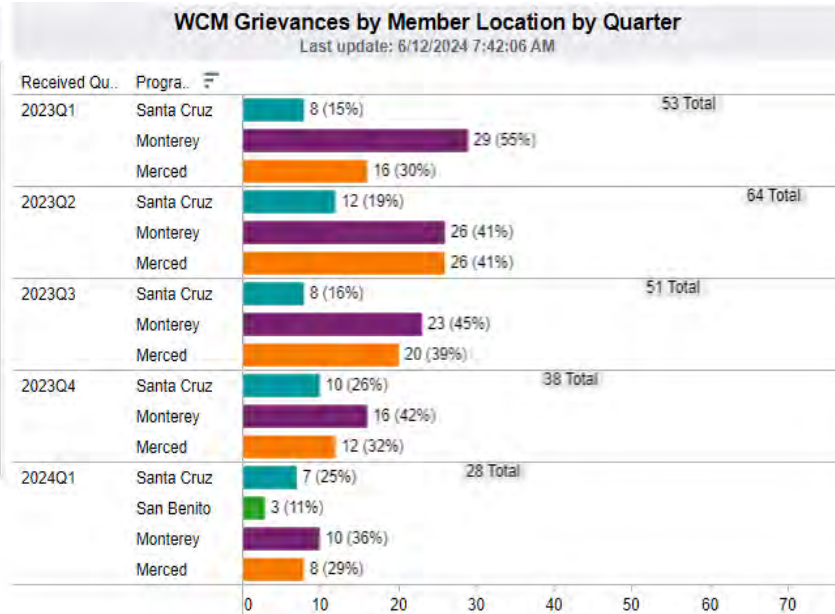
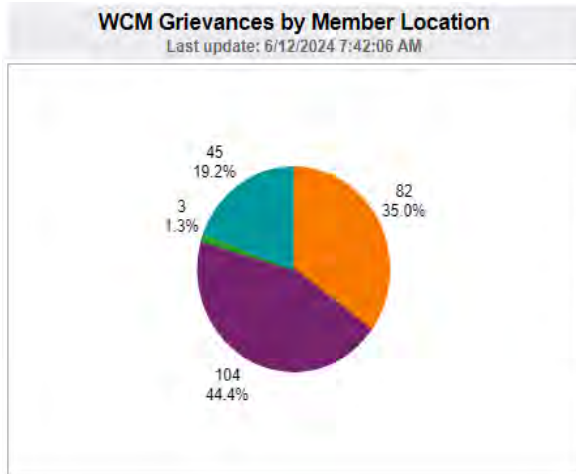
Q1 2024 Appeal & Grievance (AG) Review

Whole Child Model Clinical Advisory Committee: WCMCAC

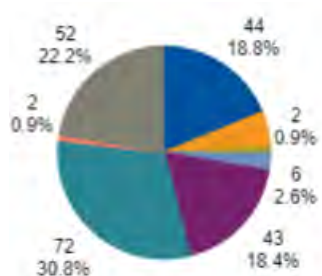
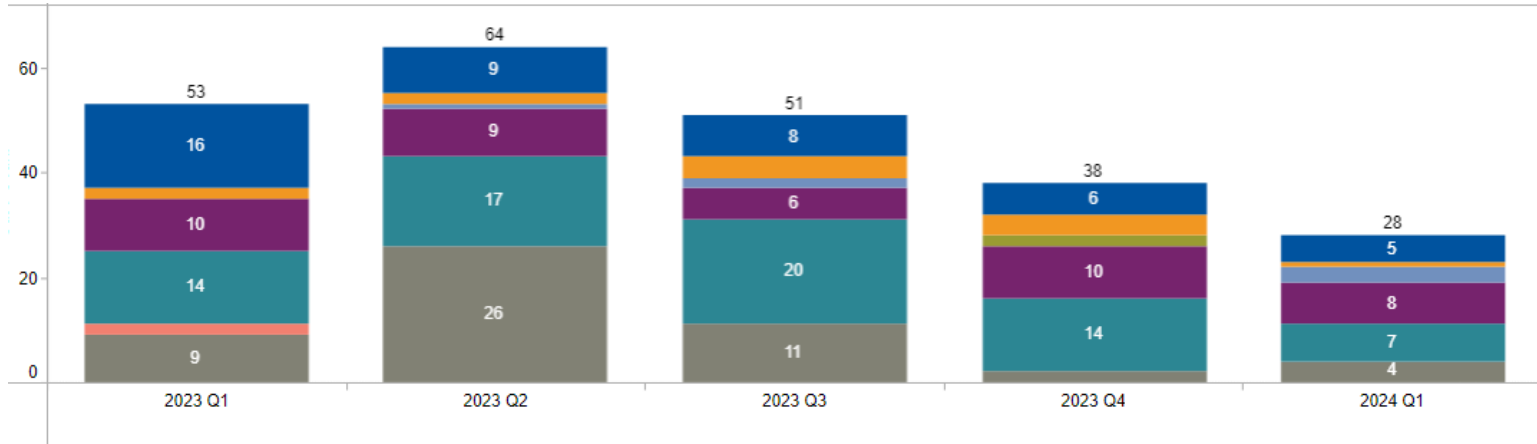
Prepared by: Sarah Sanders, Grievance and Quality Manager

June 20, 2024

WCM Q1 2023– Q1 2024 GRIEVANCES by LOCATION



WCM Q1 2023 through Q1 2024 GRIEVANCES by TYPE



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





WCM Review

Q1 2024 TRENDS

REVIEW and TRENDS:

1. WCM Grievances are closely monitored to identify trends by the Staff Grievance Review Committee (SGRC)
2. WCM Grievances **decreased** again during Q1 2024
3. Volume **decreased**:
 - ❖ Quality of Care/Services
4. Recurring themes continue:
 - ❖ Appeals – WES Genetic Testing
 - ❖ Provider Billing
 - ❖ Transportation

WCM **GRIEVANCE** Actions



- Continue engaged monitoring and interventions.
- Monitoring adults exiting from WCM program.
- **Solicit input:** Clinical Partners, please share any questions or suggestions to ssanders@ccah-alliance.org





Pediatric Complex CM

Kelsey Riggs, Peds CCM Manager

Jenna Stromsoe, Peds CCM Supervisor

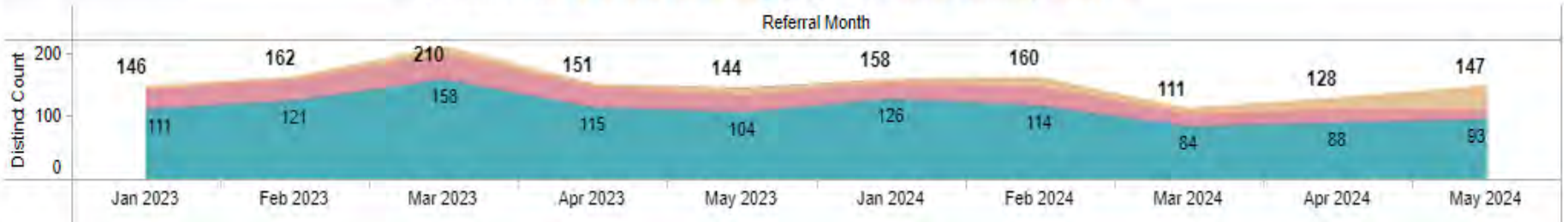
Ashley McEowen, Peds CCM Supervisor

June 2024

WCM Referral Volumes

CCAH CCS Referral Trending

CM CCS Referral Assessments: Referral Trending
Last Refresh date: 6/10/2024 8:47:24 AM Counties: Merced, Monterey, Santa Cruz



Measure Names

- Count Pending
- Count Denied
- Count Approved
- Count Other
- Count Corrected



Referral Counts

Q1: Alliance Referrals by County

- Merced: 154
- Monterey: 194
- Santa Cruz: 81
- Total Referrals: 429



Referral Approval Rates

Q1: CCS Referral Approval Rates by County

- Merced: 78.6%
- Monterey: 71.6%
- Santa Cruz: 79.0%

- Average Approval Rate: 75.5%



WCM Summary

Member Volumes – May 2024

- Total WCM Enrollment: 7,332
- WCM Age Out Count: 67



A young child is running through water, splashing, with a joyful expression. The child is wearing a white t-shirt with a colorful graphic that reads "THIS WORLD IS FULL OF HOPE. It's BEGINTO PROCEED WITH POSITIVE". The background is a soft, out-of-focus green field under a bright sky. The overall mood is one of hope and positivity.

QUESTIONS?