

AGENDA
WHOLE CHILD MODEL CLINICAL ADVISORY COMMITTEE

DATE: Thursday, June 17, 2021

TIME: Noon – 12:10 p.m.: Call to Order
12:10 – 1:00 p.m.: Meeting of the Committee

PLACE: Pursuant to Governor Newsom’s Executive Order N-29-20 to minimize the spread of COVID-19, this will be a teleconference meeting and we will not be offering physical location.

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Meeting Participant:

- Limit the background noise (i.e. shuffling of paper, cell phone calls, etc.)
- Mute your phone when you are not speaking to eliminate background noise.
- If joining after the meeting has started, wait for the conference leader to ask who joined.
- When speaking, please state your name and your organization, followed by your comment and or question.

- 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 March 18, 2021.

- A. Reference Materials: Minutes as above D. Diallo, MD
- B. Grievance Update S. Sanders

Regular Agenda Items: 12:20 p.m.

4. New Business

- A. Whole Child Updates: Advances in Closing CAPs, Age-Out Process, CCS Eligibility/Referrals K. Riggs, RN, J. Newton, RN
- B. NEMT, APL/MOU Updates M. Brusuelas, RN
- C. COVID/Children's Mental Health J. Norton, LMFT

5. Open Discussion

- A. Committee may discuss any urgent items. All

6. Adjourn: 12:50 pm

The next Whole Child Model Clinical Advisory Committee meeting will take place on Thursday, September 16, 2021 from 12:00 - 1:00 p.m.
Locations: Via GoToMeeting

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

Whole Child Model Clinical Advisory Committee



Meeting Minutes
Thursday, March 18, 2021
12:00 p.m. 1:00 p.m.

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

Committee Members Present:

| | |
|----------------|-------------------------|
| Cal Gordon, MD | Provider Representative |
| Gary Gray, DO | Board Representative |
| John Mark, MD | Provider Representative |

Committee Members Absent:

| | |
|--------------------|-------------------------|
| Jennie Jet, MD | Provider Representative |
| Patrick Clyne, MD | Provider Representative |
| Salem Magarian, MD | Provider Representative |

Staff Present:

| | |
|---------------------------|--|
| Dianna Diallo, MD | Medical Director |
| Dana Marcos | Member Services Director |
| Jennifer Mockus, RN | Community Care Coordination Director |
| Jordan Turetsky | Provider Services Director |
| Lilia Chagolla | Regional Operations Director |
| Mary Brusuelas, RN | UM & Complex Case Management Director |
| Michelle Stott, RN | Quality Improvement & Population Health Director |
| Navneet Sachdeva, PharmD. | Pharmacy Director |
| Sarah Sanders | Grievance and Quality Manager |
| Tammy Brass, RN | UM Manager - Prior Authorizations |
| Jacqueline Van Voerkens | Clerk of the Committee |

Hospital Representatives Present:

| | |
|----------------|--------------------|
| Jim Melancon | Aveanna Healthcare |
| Kevin McBride | Aveanna Healthcare |
| Mike Barrett | Aveanna Healthcare |
| Denise Ordonez | Aveanna Healthcare |

1. Call to Order by Chairperson Bishop.

Chairperson Dr. Diallo called the meeting to order at 12:05 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 17, 2020 meeting were reviewed.

B. Grievance Update

Dr. Diallo reviewed the Grievance presentation with the Committee.

M/S/A Consent agenda items approved.

4. Old Business

Referral/Case load follow-up

Dr. Diallo provided an update to the group on the decrease in CCS referrals and enrollments, measures in place, and present activities. Following the CCS transition in July 1, 2018 a notable decrease in referrals and caseloads was noted by CHCS, CCS Advisory Group, and Counties. Quality Improvement Department conducted a root cause analysis to define the causes of the decrease. Methods in place to increase referrals include providing education, provider outreach, monthly meetings with counties, and reviews of claims, authorizations and pharmacy data. Monthly notable increases in total CCS eligibility and Alliance CCS referrals were observed in response to the continuous efforts in place.

5. Open Discussion

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

The Alliance and Common Spirit, which represents Dignity Medical Group, are presently in contract negotiations. The contract is set to expire on April 1, 2021. This contract negotiations involves two major hospitals the Alliance works with: Mercy Medical Center in Merced County and Dominican Hospital in Santa Cruz County. DHCS requires Medi-Cal members receive notification 30 days prior to potential changes to their health plan. The Alliance distributed notifications to fifteen thousand members, in compliance with this requirement, informing them they will be assigned to another PCP on April 1st if a new agreement is not reached by that date. The Alliance is working diligently to ensure members have access to care, and continuity of care. Alliance leadership will meet with Dignity leadership to discuss the continuity of care and make plans for alternative access, if negotiations are not resolved by April 1st. All Whole Child Model members are eligible for Continuity of Care.

Committee member inquired if there is an adequate number of pediatricians available for the members who may require re-assignment. The Committee was informed that there is a sufficient number of pediatricians, and the Alliance is working with members to allow them to self-select a PCP, if they wish.

Committee member expressed concern regarding distance and access for specialty care.

Action: Dr. Bishop and Dr. Diallo will provide the order of magnitude of patients at individual county levels, and provide updates of Dignity discussions.

Lucille Packard is experiencing an increase in the COVID combined immune response cases, Multisystem Inflammatory Syndrome in Children (MIS-C/PIMS).

CCS Medical consultant directors, were requested to identify CCS enrollees ages 16 – 21 who would be eligible for COVID vaccination based on their medical criteria. These enrollees have received a letter indicating they are eligible for the vaccine. Packard has a specialist letter of necessity available.

Action: Tammy Brass will reach out to Dr. Cal Gordon with the county CCS programs regarding the vaccine letter of necessity.

The meeting adjourned at 12:30 p.m.

Respectfully submitted,

Ms. Jacqueline Van Voerkens
Clerk of the Advisory Committee

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



Whole Child Model Grievances

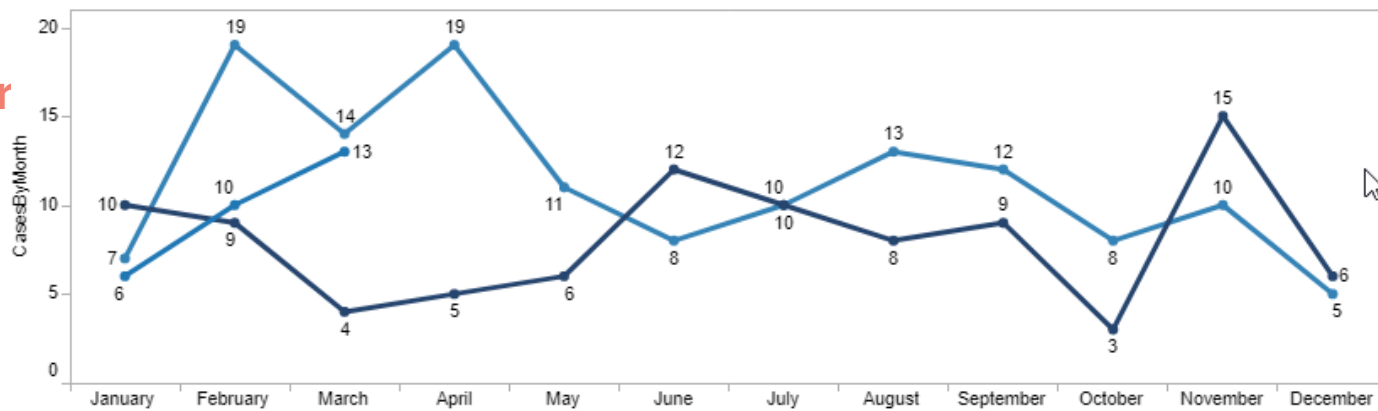
Whole Child Model, Clinical Advisory Committee; WCMCAC

Prepared by: Sarah Sanders, Grievance and Quality Manager

6/17/2021

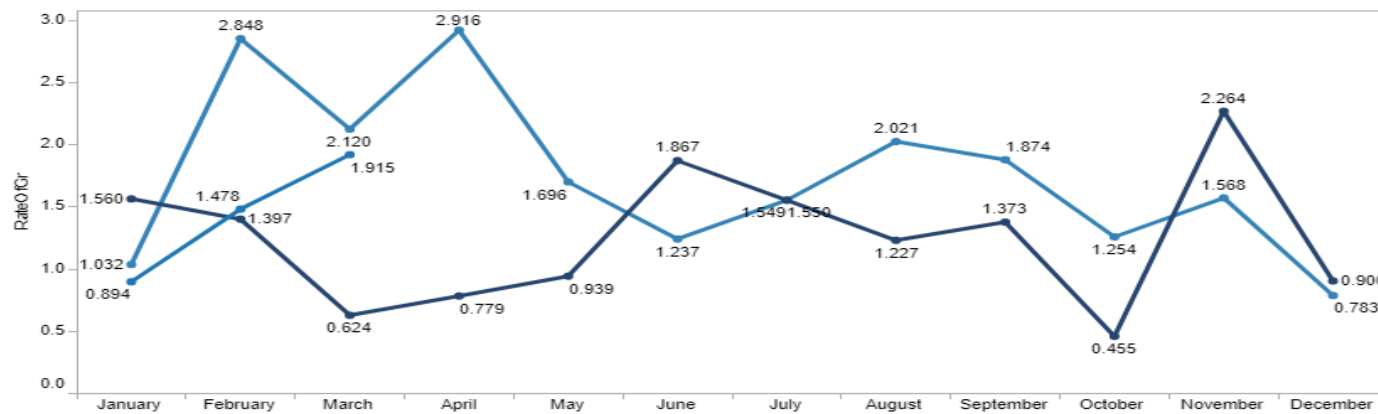
WCM GRIEVANCE RATE: Per thousand WCM/CCS Members Per Month (PKPM)

Number
Rec'd

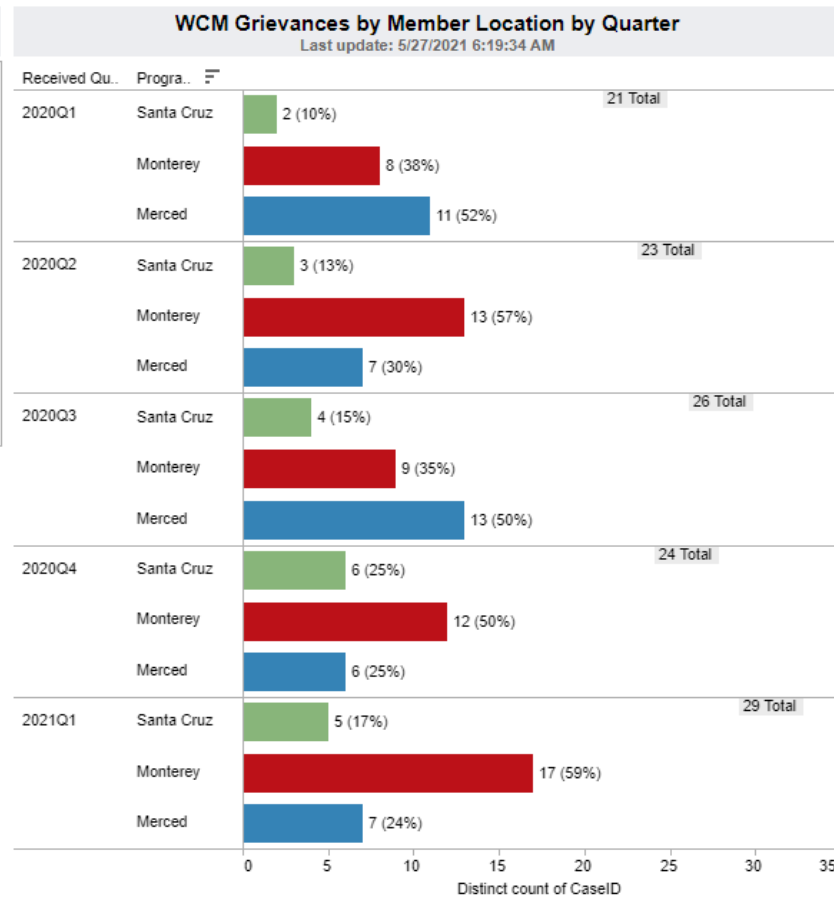
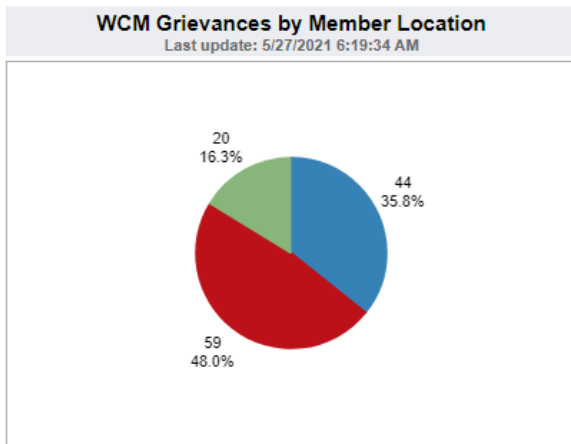


Year
■ 2021
■ 2020
■ 2019

RATE



Q1 2021 WCM GRIEVANCES by LOCATION

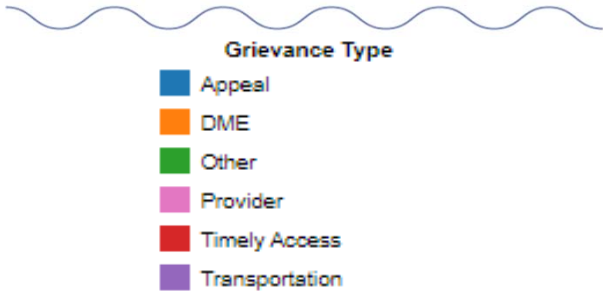
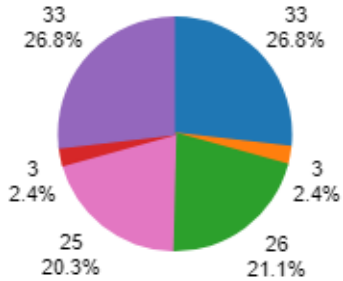
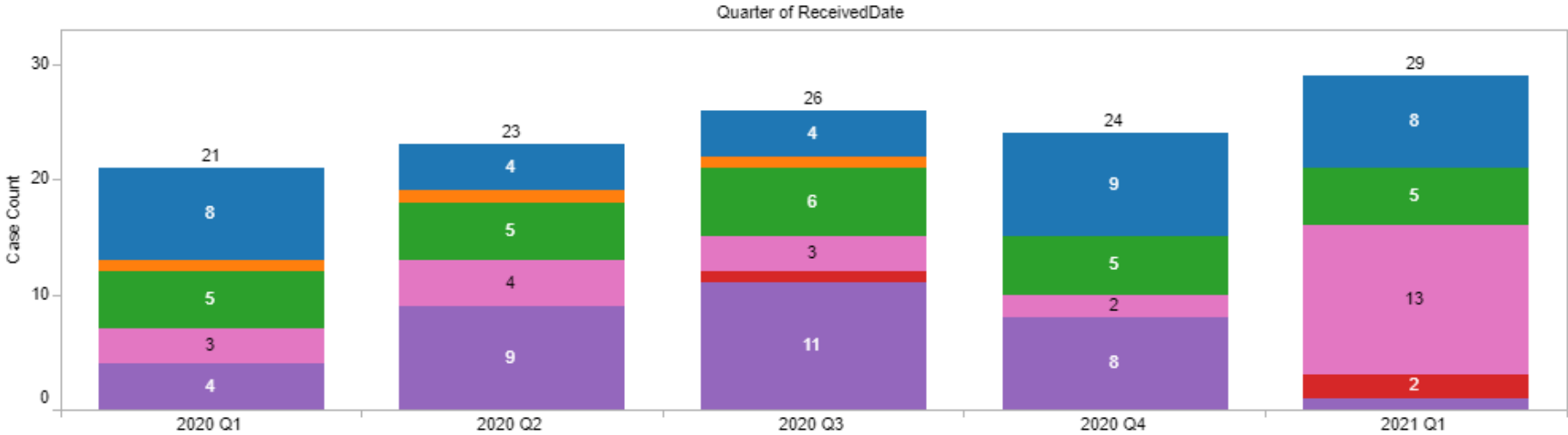


- Santa Cruz
- Monterey
- Merced

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WCM Q1 2020 through Q1 2021 GRIEVANCES by TYPE





WCM Review

Q1 2021 TRENDS

REVIEW and TRENDS:

1. WCM Grievances closely monitored and trended by the Staff Grievance Review Committee (SGRC)
2. WCM Grievances **STABLE**, new access grievances due to dignity termination notification
3. Recurring themes include:
 - ❖ Transportation
 - ❖ Genetic Testing
 - ❖ Provider Billing

WCM GRIEVANCE CASE REVIEW

WCM Case Review #1

- Parent concerned about quality of care during provider eval
- Parent felt cerebral palsy evaluation occurred too fast and that provider did not review medical records in full
- Parent expected that provider would take more time, review all medical records, and perform a complete evaluation

WCM Case Review #2

- Parent notified of provider bill from 2019 while CCAH WCM MBR
- Claim reprocessed and paid as result of case
- Provider confirmed account notated and member will no longer receive bills

WCM Case Review #3

- Parent upset about Dignity provider termination notification
- Parent reinforced that DMHF is convenient and appreciates DMHF care for their family's medical issues
- Member continuity of care request approved and reassigned to DMHF once agreement reached with CommonSpirit (Dignity)



WCM **GRIEVANCE** Next Steps



- Monitor Emerging issues
- Aim to intervene quickly to prevent adverse events
- Transportation 30 day classification for VIP status.
- Expanded NEMT options for Santa Cruz and Monterey counties



Questions?

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WHOLE CHILD MODEL CLINICAL ADVISORY COMMITTEE MEETING CALENDAR FOR 2021

| | |
|------------------------|---------------------|
| Thursday, March 18 | 12:00 PM to 1:00 PM |
| Thursday, June 17 | 12:00 PM to 1:00 PM |
| Thursday, September 16 | 12:00 PM to 1:00 PM |
| Thursday, December 16 | 12:00 PM to 1:00 PM |

All meetings will be held via GoToMeeting