

# Whole Child Model Family Advisory Committee

## Meeting Agenda

**Monday, November 8, 2021**

**1:30 p.m. – 3:00 p.m.**

**Location: Videoconferencing using Microsoft Teams**



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 committee.

1. Members of the public wishing to join the meeting may do so as follows:
  - **Join on your computer or mobile app** [Click here to join the meeting](#)
  - **Or call in (audio only)** [+1 323-705-3950](#)  
Phone Conference ID: 496 790 940#
  - **En español:** número de teléfono: [+1 323-705-3950](#)  
código de acceso: 194 593 236#
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 11:00am on Wednesday, November 3, 2021 to [WCMFAC@ccah-alliance.org](mailto:WCMFAC@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.

### MEETING ADMINISTRATION

- |                          |                |
|--------------------------|----------------|
| I. Call to Order         | Janna Espinoza |
| II. Roll Call            | Maria Marquez  |
| III. Oral Communications | Janna Espinoza |

### CONSENT AGENDA

- |  |                |
|--|----------------|
| IV. Approve-CMFAC Meeting Minutes from previous meeting. | Janna Espinoza |
|--|----------------|

### REGULAR AGENDA

- |   |                  |
|---|------------------|
| V. WCMFAC Resource Flyer Updates                | Lilia Chagolla   |
| VI. Pharmacy Carve Out                          | Navneet Sachdeva |
| VII. Alliance Member Grievances                 | Sarah Sanders    |
| VIII. 5-11-year-old COVID-19 Vaccination Update | Lilia Chagolla   |



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

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- |     |   |                          |
|-----|---|--------------------------|
| IX. | Community Partner Feedback   COVID-19 Impact on Members | WCMFAC Committee Members |
| X.  | CCS Advisory Group Representative Report                | Susan Skotzke            |

### REVIEW FUTURE AGENDA AND ACTION ITEMS

- |       |                       |                |
|-------|-----------------------|----------------|
| XI.   | Future Agenda Items   | Lilia Chagolla |
| XII.  | Review Action Items   | Maria Marquez  |
| XIII. | Adjourn (end) Meeting | Janna Espinoza |

*Next Meeting: To be determined - January 2022.*

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 [Public Meetings - Central California Alliance for Health \(thealliance.health\)](https://thealliance.health). 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 [WCMFAC@ccah-alliance.org](mailto:WCMFAC@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.**



(800) 700-3874  
[www.ccah-alliance.org](http://www.ccah-alliance.org)

## **WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE MISSION STATEMENT**

- To serve as an advocate for other families
- Commit to improving care and services
- Collaborate in problem solving
- Contribute to the success of the program

## **ORDEN DEL DÍA COMITÉ CONSULTIVO DE FAMILIAS DEL MODELO DEL NIÑO EN SU TOTALIDAD DECLARACIÓN DE LA MISIÓN**

- Servir como defensor de otras familias
- Comprometerse para mejorar la atención y los servicios
- Colaborar para resolver problemas
- Contribuir a los buenos resultados del programa

# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, September 13, 2021

1:30p.m. – 3:00p.m.



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

**Chairperson:** Janna Espinoza, Chair and CCS WCM Family Member

**CCAH Support Staff Present:** Lilia Chagolla, Regional Operations Director; Maura Middleton, Administrative Assistant

**WCMFAC Committee Present:** Elsa Quezada, CCAH Board Member; Deadra Cline, CCS WCM Family Member; Manuel López Mejia, Monterey County – CCS WCM Family Member; Susan Skotzke, Santa Cruz – CCS WCM Family Member; Kim Pierce, Monterey County – Local Consumer Advocate

**WCMFAC Committee Absent:** Ashley Gregory, Santa Cruz County – CCS WCM Family Member; Cindy Guzman, Merced County – CCS WCM Family Member; Cristal Vera, Merced County – CCS WCM Family Member; Cynthia Rico, Merced County – CCS WCM Family Member; Frances Wong, Monterey County – CCS WCM Family Member; Viki Gomez, Merced County – CCS WCM Family Member

**CCAH Staff Present:** Gabina Villanueva, Members Services Supervisor; Kelsey Riggs, RN, Complex Case Management Supervisor; Ronita Margain, Regional Operations – Merced County; Sky Collins, Web and Digital Media Developer; Tammy Brass, RN, Utilization Management and Complex Case Management Manager - Authorizations

**Guest:** Christine Betts, Monterey County – Local Consumer Advocate; Susan Paradise, Manager, Family Health Programs at County of Santa Cruz; Blanca Sahagun, Public Health Program Coordinator for Merced County Department of Public Health – CCS Nursing & Therapy Division; Heidi Boynton, Jacob's Heart, Santa Cruz County – Local Consumer Advocate

Agenda Topic	Minutes	Action Items
<b>Meeting Administration</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla, Regional Operations Director (ROD) welcomed the group.</li> </ul>	
<b>Call to Order</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna, Committee Chair called the meeting to order.</li> </ul>	
<b>Roll Call</b> Maura Middleton	<ul style="list-style-type: none"> <li>Committee introductions and roll call was taken.</li> </ul>	
<b>Oral Communications</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna Espinoza, Committee Chair 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.</li> <li>Janna Espinoza, Committee Chair welcomed staff to reach out to her or Lilia Chagolla, Regional Operations Director for the Alliance in the interim of meeting for an update on pending items or to include agenda topics for the following meeting.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, September 13, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> <li>Janna Espinoza, Committee Chair opened the floor for members/staff in attendance to make comments.</li> </ul>	
<b>Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting</b> Janna Espinoza	<ul style="list-style-type: none"> <li>Janna Espinoza, Committee Chair opened the floor for approval of the meeting minutes of the previous meeting on July 12, 2021.</li> </ul> <p>Motion to approve the consent agenda by Elsa Quezada, seconded by Deadra Cline. There was an edit proposed by Janna Espinoza on page 2 of the meeting minutes. Minor typo is to be corrected. Meeting minutes approved.</p>	
<b>WCMFAC Brochure Development – Updated Draft</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla solicited feedback from committee members on the FAC resource flyer. Flyers are to be shared with Community Based Organizations and well as WCM parents of newly diagnosed children.</li> <li>The resource flyer is being shared by Alliance staff both internally and externally to include community outreach events. Organization listed on the flyers are aware that they are included on the flyer and no issues have been identified. Shared positive feedback by organizations listed.</li> <li>Lilia Chagolla asked if committee members have been able to share the flyer with organizations and asked to identify organizations that they've shared this flyer with.</li> <li>Janna Espinoza shared that SELPA in Monterey County is happy to include the resource flyer as part of their onboarding packet.</li> <li>Susan Skotzke voiced that the SELPAs for Santa Cruz County need to be updated and asked that the North County and the South County SELPAs be differentiated.</li> <li>Lilia Chagolla asked that edits to the flyer be shared to ensure the flyer is updated accordingly.</li> <li>Janna Espinoza asked if local hospitals have been reached out to have this resource flyer available for</li> </ul>	<p>WCMFAC flyer to be updated to differentiate the Santa Cruz County SELPA offices.</p>



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, September 13, 2021

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Agenda Topic	Minutes	Action Items
	<p>them to share with Alliance members. The WCMFAC meeting flyer to be shared with hospitals in Merced, Monterey, and Santa Cruz Counties.</p> <ul style="list-style-type: none"> <li>• It was asked that the flyer be shared in Merced and Monterey County. For Santa Cruz county, please hold distribution till revisions are made.</li> <li>• Susan Skotzke voiced her concern due to the flyer only being available in a digital format and not printer as members may be limited to access it via digital format. Lilia Chagolla asked that if organizations listed share a concern in sharing it digitally that the Committee members relay this information to her, and the Alliance will try to accommodate and send printed flyers.</li> <li>• Christine Betts shared that she has made the flyer available to Monterey County MTU staff and added that there waiting rooms remain closed. Printed copies can be made available once their lobby and rooms reopen.</li> <li>• Next steps are to update the flyer and provide a final version to the Committee Members and redistribute to with links to the digital flyers.</li> </ul>	<p>WCMFAC flyer to be shared with hospitals and clinics during Joint Operations Committee Meetings.</p>
<p><b>Website Review</b> Sky Collins</p>	<ul style="list-style-type: none"> <li>• Sky Collins, Web and Digital Media Developer presented on the Alliance website redesign.</li> <li>• Web URL has been modified to <a href="http://www.thealliance.health">www.thealliance.health</a>.</li> <li>• Website is now a responsive website, which is a website that will be optimized for using regardless the device being used.</li> <li>• Features and benefits of the new website for members were mentioned. Online self-service available for members, such as replace ID card.</li> <li>• Demonstration of the new website.</li> <li>• A feedback form will be added for the community to share feedback on the website.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, September 13, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> <li>Website enhancements for easier navigation, search tool, member and provider sections improved, new community section. New categories of the website were shared.</li> <li>Languages, accessibility tools features.</li> <li>Susan Skotzke inquired if the Alliance plans to add a portal for the beneficiaries where they can have access to member TARS and SARS? Sky C. mentioned that some forms are available such as the Treatment Authorization Release Form. A new enhance feature forthcoming will be for members to have access to their Medical Record Information directly from the website.</li> <li>Lilia Chagolla made the distinction between a patient portal and the medical record information that will be added to the website for clarification. Elsa Quezada asked that the patient portal does not get dropped and to ensure this request continues to be revisit and discussed.</li> <li>Susan Skotzke voiced her personal struggles and voiced her desired for system improvements in having a portal access.</li> </ul>	
<b>Community Partner Feedback   COVID-19 Impact on Members</b>	<ul style="list-style-type: none"> <li>Open forum for Committee members to share COVID-19 impact.</li> <li>Lilia Chagolla shared that the Alliance is focus on education and outreach to engage and inform Alliance members on COVID-19 vaccinations. Contacting home bound members that have not received the vaccine to ensure they have access to the vaccine.</li> <li>Lilia Chagolla shared that the state has brought on some programs for Medi-Cal health plans to incentive providers and members to improve vaccination rates. Partnering with Community Based Organizations in all three counties on a regular basis to ensure that all three counties are connecting and aligning efforts in informing and educating Alliance members. A big</li> </ul>	





# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

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Agenda Topic	Minutes	Action Items
	<p>force is for the 12year+ to get the vaccine and once the vaccine is available for the 5-11year old's the intention is to partner with school districts to continue to support the efforts. The Alliance is sharing COVID-19 information in various ways to include member outreach, website, and telephonically.</p> <ul style="list-style-type: none"> <li>• Susan Skotzke shared her challenges and struggles impacted by COVID-19.</li> <li>• Janna Espinoza shared her struggle in getting masks for their families. Lilia Chagolla expanded on the organizations that have masks readably available. Kim Pierce stated that San Andreas Regional Centers has masks and other supplies available for families and asked for those in need to communicate that to their service coordinator and they will be able to supply.</li> </ul>	
<p><b>CCS Advisory Group Representative Report</b> Susan Skotzke</p>	<ul style="list-style-type: none"> <li>• Susan Skotzke shared that the next meeting is scheduled for October 27<sup>th</sup> which is a day prior to the Children Regional Integrational Services workshop on October 28-29.</li> <li>• Susan Skotzke shared her frustration with staff changes and having outdated or unknown staffing information when representing the Alliance and its counties. Tammy Brass elaborated on how the Alliance gets notified of staffing changes and expanded on what the Alliance can share out. The Alliance will continue to communicate as appropriate.</li> <li>• Medical Therapy Unit can resume in-person depending on the site.</li> <li>• The CCS Advisory Group charter was reviewed. Overall mission is shared with the Alliance WCMFAC.</li> <li>• The CCSAG is focusing on CCS Quality Measures. Introduction of Dr. Palav Babaria as the Deputy Director of Quality and Population Health Management and Chief Quality Officer.</li> <li>• Lilia Chagolla ROD communicated on the interest of FAC members attending any of the meetings as a</li> </ul>	





# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, September 13, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	WCMFAC representative and asked committee member to share any agenda topics or concerns they would like address at the CCS Advisory Group meetings.	
<b>Future Agenda Items</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>• WCMFAC Resource Flyer Update – Lilia Chagolla, Regional Operations Director</li> <li>• Alliance Member Grievances – Sara Sanders, Grievance and Quality Manager</li> <li>• Pharmacy Carve Out – Navneet Sachdeva, Pharmacy Director</li> <li>• 5–11-year-old COVID-19 vaccination update – Lilia Chagolla, Regional Operations Director</li> </ul>	
<b>Review Action Items</b> Maria Marquez	<ul style="list-style-type: none"> <li>• Maura Middleton reviewed the action items.</li> </ul>	
<b>Adjourn (end) Meeting</b> Elsa Quezada	The meeting adjourned at 3:04p.m.	
<b>Minutes Submission</b>	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

*Next Meeting: Monday, November 8, 2021 at 1:30p.m.*



# Pharmacy Carve Out

Navneet Sachdeva, Pharm.D  
Pharmacy Director



1

## Topics

1. Background
2. Internal Pharmacy Carve out Project
3. Member Notification
4. Outstanding concerns

2

# Executive Order N-01-19



**January 1, 2021**

Transition Pharmacy Services from Medi-Cal Managed Care (the Alliance) to the Medi-Cal Fee-For-Service delivery system (the State)

3

## What is Medi-Cal Rx?



**New system of how Medi-Cal pharmacy benefits will be processed through the state delivery system**

- Magellan Medicaid Administration, Inc.

Magellan Medicaid will approve and pay pharmacy services, including but not limited to:

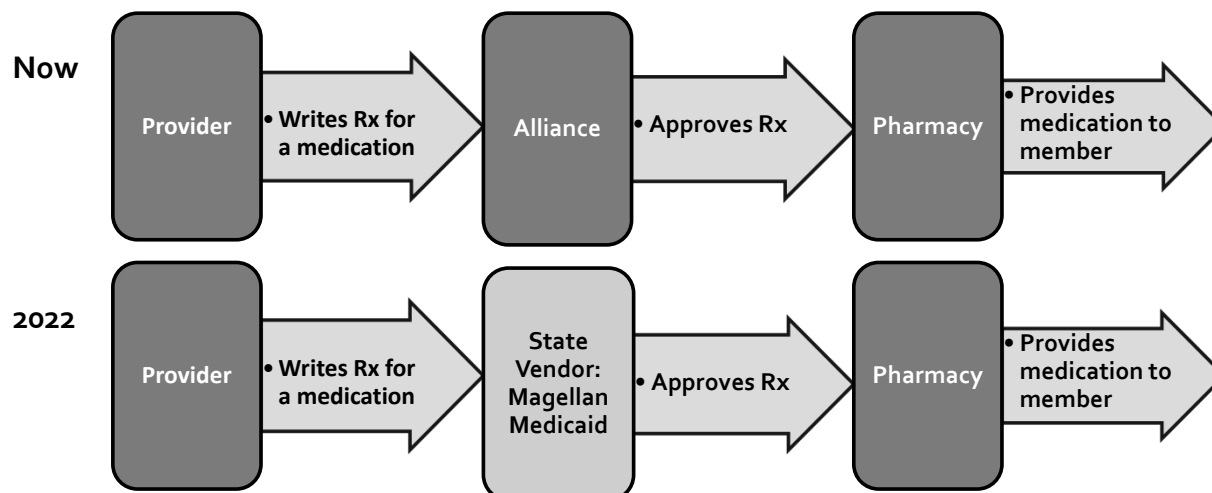
- Outpatient drugs (prescription medications and over-the counter )
- Enteral nutrition products
- Medical supplies

\***Not** including pharmacy services given by doctors in the hospital or long term facilities.

- Example: IV medication during an emergency department visit

4

## How is Medi-Cal Rx Different?



5

## Internal Pharmacy Carve out Project



### Internal Subject Matter Expert Meetings

- Pharmacy, Provider Services, Member Services, Care Management, Communications, Systems/Reporting, Utilization Management, Finance, and Quality Improvement.

### Education/ Notification

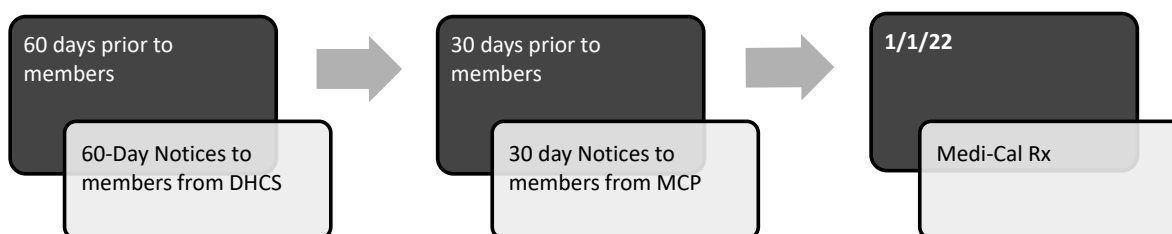
- Providers
- Members
- Other departments within Alliance

### Data Management

- Data feed from Medi-Cal Rx
- Real-time access into Magellan

6

## Member Notification



- Managed Care Member Handbook (Evidence of Coverage)

7

## Updates



- Pharmacy Transition policy
- Understanding the role of the Magellan's Clinical liaison (a contact person for the Alliance)
- Magellan Member Portal

8

## Feedback?



- Do you have feedback?
- What concerns do you have with this process shifting to the state vendor?
- What else should the Alliance think about?


9

## Any Questions?

Navneet Sachdeva, Pharm.D  
Pharmacy Director  
[nsachdeva@ccah-alliance.org](mailto:nsachdeva@ccah-alliance.org)




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# Grievance and Appeal Overview

Sarah Sanders, Grievance and Quality Manager  
WCM FAC  
11/08/2021



1



## AGENDA:

1. What is a Grievance or Appeal
2. Filing a Grievance or Appeal
3. What happens
4. Data and Review
5. What does the Alliance do?
6. Questions

Grievance Overview  
11/8/2021

2

2



## WHAT IS A **GRIEVANCE** OR **APPEAL**?

### Member Grievance

- Complaint about Alliance (or provider) benefits or services: quality of care, quality of service, long wait times, communication issues.

### Appeal

- When a member does not agree with an Alliance decision to deny or change services.

### State Fair Hearing

- A formal legal process members may request when they do not agree with an individual Appeal decision.

3



3

## HOW **LONG** DO MEMBERS HAVE TO FILE?

### Member Grievance

- No time limit. May be reported at any time from the date the issue occurred.

### Appeal

- Must be made within sixty (60) days from the denial letter, which is called a Notice of Action (NOA).

### State Fair Hearing

- Must be filed within one hundred and twenty (120) days of a Notice of Appeal Resolution (NAR) letter.

4



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## HOW DOES A MEMBER **FILE**?

Members can file a Grievance or Appeal ...

- ✓ By phone
- ✓ Electronically on our website
- ✓ In person
- ✓ In writing

Interpretation and translation services are offered for all formats.

5



5

## WHAT **HAPPENS** NEXT?



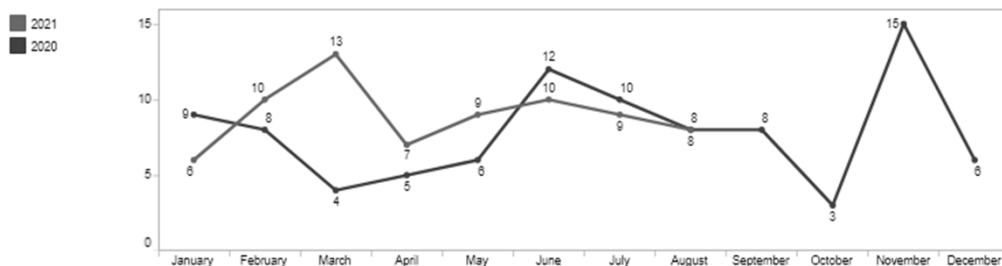
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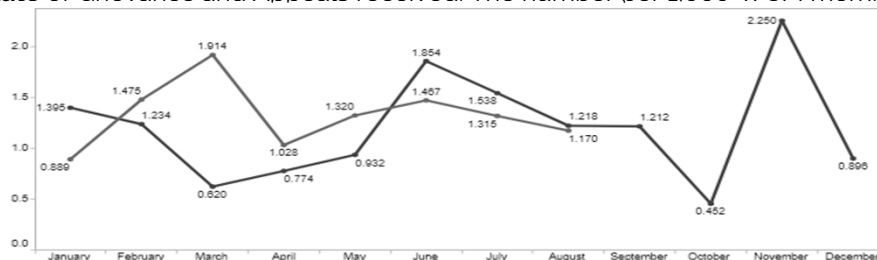
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## WCM GRIEVANCE AND APPEALS: 2020 AND 2021

Total **number** of WCM Grievance and Appeals Received



**Rate** of Grievance and Appeals received: The number per 1,000 WCM members



7



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## WCM GRIEVANCE AND APPEALS **DATA** by **COUNTY**

### WCM COUNTY

Santa Cruz  
23%

Monterey  
46%

Merced  
31%

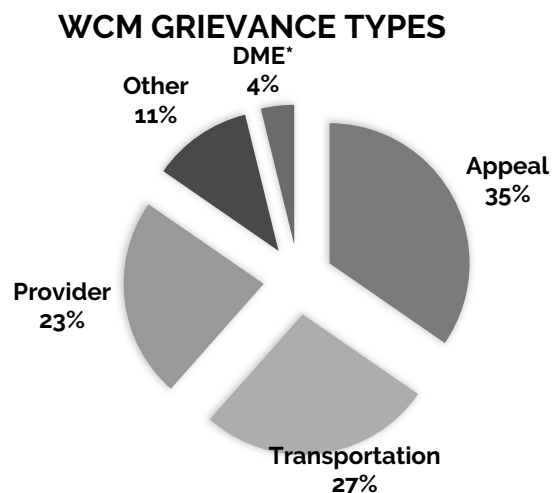
During Quarter 2 2021:  
April, May, June

8



8

## WCM GRIEVANCE AND APPEALS DATA



During Quarter 2 2021  
April, May, June

\*DME: Durable Medical Equipment

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## GRIEVANCE AND APPEAL CASE REPORT – Quarter 2

### Monterey County: 12 Cases

#### Appeals (6)

- 5 - Genetic testing
- 1 - Biofeedback Training

#### Grievances (6)

- 2 -Late pickups by transport vendor
- 3 - Failed pickups by transport vendor
- 1 - Incomplete order for DME equipment

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## GRIEVANCE AND APPEAL CASE REPORT – Quarter 2

### Merced County: 8 Cases

Appeals (1) • 1 - Genetic testing

Grievances (7)

- 2 - Pharmacy incomplete, incorrect and delay with refill
- 2 - Quality of service with provider communication
- 1 - Provider delay with medical records
- 1 - Quality of services provided by transport vendor
- 1 - Provider billing member

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## GRIEVANCE AND APPEAL CASE REPORT – Quarter 2

### Santa Cruz County: 6 Cases

Appeals (2) • 2 - Genetic testing

Grievances (4)

- 2- Member billing
- 1 - Alliance authorization process
- 1- Failed pick up by transport vendor

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## WHAT DOES THE ALLIANCE **DO**?

- Work to resolve individual issue(s):
  - ✓ Complete immediate provider outreach
  - ✓ Provide care or case management support
  - ✓ Complete member or provider education
- Look for trends:
  - ✓ Review for repeat issues
  - ✓ Plan intervention, monitoring or follow-up
- Share progress and feedback with leadership and Alliance committees





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



- 
  - Easy viewing on smartphones and tablets.
  - Perform common tasks:
    - ✓ Replace ID card, update info, change primary doctor.
- 
  - Find numbers for:
    - ✓ Nurse Advice Line, transportation services, language assistance, Member Services.
- 
  - Learn tips on health and disease management.
  - Switch language to Spanish or Hmong.
- 

Visit us at [www.thealliance.health](http://www.thealliance.health)

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## ¡Nuestro Sitio Web Tiene un **Nuevo Estilo** y **Nuevas Características!**



Ahora usted puede:



- Obtener acceso al sitio web fácil en su computadora, tableta, o teléfono inteligente.



- Encontrar lo que necesita rápidamente con nuestra herramienta de búsqueda.



- Obtener información sobre los beneficios y la elegibilidad de Medi-Cal.



- Aprender sobre los recursos y los programas de educación de salud de la Alianza.
- Acceder a los formularios de uso común.

¡Visítenos en **[thealliance.health](https://thealliance.health)**!

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## PEB LUB VEV XAIB (WEBSITE) **MUAJ QHOV TSHIAB THIAB COV KEV PAB ZOO TSHIAB!**



- Tam sim no koj tuaj yeem:
- Mus cuag tau lub vev xaib saum koj lub khoos phis tawj (computer), tablet lossis koj lub xov tooj ntawm tes.



- Nrhiav yam koj xav tau nrawm thaum siv peb lub vev xaib qhov kev pab nrhiav.



- Txais tau cov lus pab qhia txog Medi-Cal cov kev pab kho mob uas txais tau thiab kev tsim nyog txais tau.



- Kawm txog lub Alliance cov kev pab thiab cov kev pab cuam rau kev noj qab haus huv.
- Mus cuag lossis txais tau cov foos uas nquag siv.

Mus xyuas peb rau ntawm **[thealliance.health](https://thealliance.health)**

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# Questions?

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