

# Whole Child Model Family Advisory Committee

## Meeting Agenda

**Monday, January 10, 2022**

**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: 659 614 431#
  - **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, January 5, 2022 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 WCMFAC Meeting Minutes from previous meeting. | Janna Espinoza |
|---|----------------|

### REGULAR AGENDA

- |                                |                |
|--------------------------------|----------------|
| V. Health Summit Updates       | Janna Espinoza |
| VI. WCMFAC Roadmap             | Lilia Chagolla |
| - Review 2021 Roadmap          |                |
| - 2022 Roadmap Recommendations |                |



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

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

### REVIEW FUTURE AGENDA AND ACTION ITEMS

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

*Next Meeting: Monday, March 14, 2022 at 1:30p.m.*

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.**

# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, November 8, 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; Maria Marquez, Administrative Specialist

**WCMFAC Committee Present:** Elsa Quezada, CCAH Board Member; Deadra Cline, CCS WCM Family Member; Manuel López Mejia, Monterey County – CCS WCM Family Member; Kim Pierce, Monterey County – Local Consumer Advocate; Christine Betts, 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; Susan Skotzke, Santa Cruz – 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; Navneet Sachdeva, Pharmacy Director; Sarah Sanders, Grievance and Quality Manager; Tammy Brass, Utilization Management and Complex Case Management Manager – Authorizations (RN)

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> Maria Marquez	<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> <li>Janna Espinoza, Committee Chair opened the floor for members/staff in attendance to make comments.</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

## Meeting Minutes

Monday, November 8, 2021

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> <li>Janna Espinoza, Committee Chair provided updates and feedback from the health summit. Shared the panel was composed of different members from various Whole Child Model Family Advisory Committees (WCMFAC) throughout the state. Encouraged other committee members to participate. Key takeaways: <ul style="list-style-type: none"> <li>How the Alliance WCMFAC can collaborate with offices of education and school districts to ensure parents and youth are more involved.</li> <li>Discussions about a "red card" for children with special needs to skip triage and get connected to the pediatrician on-call, like a fast tracking.</li> <li>New Medi-Cal approved services – providing doula and midwife services.</li> <li>Assembly Bill 988, which is also called Miles Hall Lifeline Act. AB 988 creates a new easy-to-remember three-digit phone line, 988, as the new 911 for suicidal and immediate mental health crises. With 988, callers will be connected with around-the-clock intervention, including mobile crisis teams staffed by trained mental health professionals and trained peers instead of law enforcement.</li> </ul> </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 September 13, 2021.</li> </ul> <p>Motion to approve the consent agenda by Elsa Quezada, seconded by Deadra Cline.</p>	
<b>WCMFAC Resource Flyer Updates</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla shared the updates and solicited feedback from committee members on the FAC resource flyer.</li> <li>Motion to approve the resource flyer by Elsa Quezada, seconded by Deadra Cline.</li> </ul>	Distribute the updated and approved WCMFAC Resource Flyer – Maria Marquez



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Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> <li>L. Chagolla encouraged the WCMFAC to share the resource flyer with Community Based Organizations and well as with parents of newly diagnosed children.</li> <li>L. Chagolla mentioned that the WCMFAC resource flyer is being shared with Alliance contracted hospitals in Merced, Monterey County and Santa Cruz county, during the Joint Operations Committee meetings. Hospitals and Clinics have been asked to share the flyer with families that they encounter who are newly diagnosed with children with special needs. Correspondingly, the flyers are being shared at face-to-face outreach events.</li> <li>Deadra Cline enquired if the Alliance will be able to add the resource flyer as part of other regular member mailings. L. Chagolla will connect with the Alliance's Member Services and Complex Case Management departments to see where the best fit will be to include the resource flyer with other mailings. At the very least to capture families with children 21 years of age and younger.</li> <li>If any committee members have issues printing the resource flyer, or don't have access to printing they were asked to contact Maria Marquez, administrative specialist for the Alliance. Maria will be able to mail out printed copies as requested. Email your request to <a href="mailto:mmarquez@ccah-alliance.org">mmarquez@ccah-alliance.org</a></li> <li>Next steps: Maria Marquez to distribute the final and approved resource flyer to the Committee Members and redistribute with links to the digital flyers.</li> </ul>	Research to see if the WCMFAC Resource flyer can be included with other planned mailings for members – Lilia Chagolla
<b>Pharmacy Carve Out</b> Navneet Sachdeva	<ul style="list-style-type: none"> <li>Navneet Sachdeva presented on the Pharmacy Carve Out. Shared on the background of the Medi-Cal Rx, the Alliance internal process, member notifications and outstanding concerns.</li> <li>Initially, effective January 1st of 2021. The Department of Health Care Services (DHCS) was requiring the transition of pharmacy services from managed care</li> </ul>	



# Whole Child Model Family Advisory Committee Meeting

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	<p>plans like the Alliance to medical fee-for-service delivery system. This date has been delayed and the new date for the go live is 1/1/2022.</p> <ul style="list-style-type: none"> <li>Magellan Medicaid Inc. has been contracted to administer the services. Magellan will be responsible for administering the following when <u>billed by a pharmacy on a pharmacy claim</u>: <ul style="list-style-type: none"> <li>Covered Outpatient Drugs</li> <li>Medical Supplies</li> <li>Enteral Nutritional Products</li> </ul> </li> </ul> <p>Anything that's being filled in a doctor's office, the hospital or infusion centers are to be continued with the Alliance. An example was shared.</p> <ul style="list-style-type: none"> <li>Discussed the transition policy with Magellan. Medication does not cover under Magellan will continue to be covered for 3 months, chronic medication will be covered for 6 months.</li> <li>DHCS has indicated that Magellan will have both a 24/7 call center and a team of clinical liaisons to the plans. These clinical liaisons will help resolve any urgent concerns that come up.</li> <li>Shared on the Alliance's internal process to ensure all aspects are covered.</li> <li>Alliance members will be receiving a 60-day notice from DHCS. 30-days prior to go-live, the Alliance will be sending notices to its members.</li> <li>Questions or concerns can be addressed to Navneet Sachdeva, Pharmacy Director for the Alliance at <a href="mailto:nsachdeva@ccah-alliance.org">nsachdeva@ccah-alliance.org</a></li> </ul>	
<b>Alliance Member Grievances</b> Sarah Sanders	<ul style="list-style-type: none"> <li>Sarah Sanders presented on the Alliance's grievances and elaborated on what is a grievance or an appeal and how to file. Further detailed the process and explained what happens next after a grievance or an appeal has been filed.</li> <li>Shared on the total number of grievances and appeals received for in 2020 and 2021.</li> </ul>	Sarah Sanders to see if the Alliance has access to CCS historical data.



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	<ul style="list-style-type: none"> <li>Shared on the rates of grievances and appeals received and outlined the data by county. Shared on the percentages per types grievances received such as transportation, DME, appeal, provider or other. Deadra Cline expressed her concern on the number of appeals submitted for genetic testing in all three counties and suggested that the WCMFAC has a conversation in the future regarding these.</li> <li>Elaborated on how the Alliance responds once a grievance or an appeal has been filed.</li> <li>Janna Espinoza asked if the Alliance has reviewed previous types of grievances submitted to CCS prior to the Alliance taking over for trends. The Alliance does not have availability to view old CCS claims system, Sarah will take this back to see if there's a way to retrieve that historical data.</li> </ul>	
<b>5-11-year-old COVID-19 Vaccination Update</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla reported on the COVID-19 vaccination for children 5-11-year-old.</li> <li>The Centers for Disease Control and Prevention (CDC) has recommended Pfizer COVID-19 vaccine for the use in people 5+ years of age effective, Wednesday, November 3, 2021.</li> <li>County Health Departments and County Office of Education across the Alliance service area have begun planning for vaccination pop-up clinics.</li> <li>Shared on the Alliance Member Incentive Program.</li> <li>Alliance members who get a single dose of the COVID-19 vaccine will be mailed a \$50 Target gift card.</li> <li>This member reward is available for all members who get their first or second dose between September 1, 2021 and February 28, 2022.</li> <li>The Alliance Your Health Matters Outreach Program is to attend at least three community events in each county and deliver member incentives. This is to</li> </ul>	





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	<ul style="list-style-type: none"> <li>motivate and encourage the community to get vaccinated and increase vaccination rates.</li> <li>Elaborated on the incentives also available for contracted providers for vaccinating Alliance members.</li> <li>Shared on the Alliance membership vaccination rates by county.</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>Janna Espinoza, Committee Chair opened the floor for members/staff in attendance to share COVID-19 impact on members and added that anyone can shared feedback at any time if something comes up in the interim even if it is outside this meeting.</li> </ul>	
<b>CCS Advisory Group Representative Report</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla ROD communicated that Skotzke was unable to attend and will be covering this topic in her absence.</li> <li>Expanded on the benefits of attending the CCS Advisory Group meetings. These are great networking and collaboration meetings to address some of the concerns and share some of the work the Alliance WCMFAC is doing.</li> <li>Briefly shared on the DHCS CCS Advisory Group meeting agenda topics as follows: update on the Medical RX, update on California Advancing and Innovating Medi-Cal (CalAIM): Enhanced Care Management (ECM) and County Oversight and Monitoring. Shared implementation timelines. Additionally, Medical Therapy Programs (MTP) – State coordination efforts. DHCS quality monitoring on CMS core set measures and Classic CCS and Whole Child Model dashboards.</li> </ul>	
<b>Other Business</b> <b>Incentive program to increase behavioral health</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>Lilia Chagolla, ROD shared on the Alliance efforts with a new incentive program the state has included on their budget. This is funding to DHCS to implement an incentive program through Medi-Cal Managed Care to</li> </ul>	





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	build infrastructure for establishing partnerships with school and county behavioral health. The goal is to increase the number of students receiving behavioral health services with a particular focus on prevention and early intervention services. This is topic that Lilia Chagolla will bring back to a future WCMFAC meeting.	
<b>Future Agenda Items</b> Lilia Chagolla	<ul style="list-style-type: none"> <li>• Health Summit Update – Janna Espinoza, WCMFAC Chair</li> <li>• Revisit the number of appeals submitted for Genetic testing. This will be a topic added to a WCMFAC meeting in Q1 2022 – Sara Sanders, Grievance and Quality Manager</li> <li>• Review the Roadmap – Lilia Chagolla, Regional Operations Director</li> <li>• Incentive program to increase behavioral health services – Lilia Chagolla, Regional Operations Director</li> </ul>	
<b>Review Action Items</b> Maria Marquez	<ul style="list-style-type: none"> <li>• Maria Marquez reviewed the action items.</li> </ul>	
<b>Adjourn (end) Meeting</b> Janna Espinoza	The meeting adjourned at 3:01p.m.	
<b>Minutes Submission</b>	The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist	

*Next Meeting: January 10, 2022 at 1:30p.m.*



(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



## **Family Voices of CA Online Health Summit**

[https://whova.com/web/vsfvo\\_202111/](https://whova.com/web/vsfvo_202111/)

# Whole Child Model (WCM) Family Advisory Committee (FAC) 2021 Roadmap



**Q1**

## **Inform Pandemic Response**

- Inform the Alliance about impacts the pandemic has on WCM families
- Share feedback about family needs

**FAC Mission Statement:**

**Q2**

## **Inform Member Communications**

- Review and inform new Alliance website content
- Inform and develop a WCM outreach document

*Serve as an advocate  
for other families*

**Q3**

## **Identify Community Collaboration Needs**

- Inform or develop resources to educate providers or community partners about WCM needs, such as schools.

*Commit to improving  
care and services*

*Collaborate in problem  
solving*

**Q4**

## **Review Progress and Identify Opportunities**

- Review achievements and discuss gaps
- Identify new or revised roadmap items for 2022

*Contribute to the  
success of the program*

**Engage in State-  
wide Initiatives**

**Review Quarterly  
Grievance Trends**

**Discuss Care  
Management  
Efforts & Needs**

**Promote Advocacy  
Training & Support**

**Share Outreach  
Opportunities**

# Whole Child Model (WCM) Family Advisory Committee (FAC) 2022 Roadmap



**Q1**

## **Pandemic Response**

- Inform and share feedback on family needs during pandemic
- Review Roadmap

**Q2**

## **Member Communications**

- Develop a WCMFAC Outreach Fact Sheet
- Review WCMFAC Resource Flyer
- Review Roadmap

**Q3**

## **Identify Community Collaboration Needs**

- Inform and educate community partners on WCMFAC needs
- Review Roadmap

**Q4**

## **Review Progress and Identify Opportunities**

- Review achievements and discuss gaps
- Identify new or revised roadmap items for 2023
- Review Roadmap

### ***FAC Mission Statement:***

***Serve as an advocate  
for other families***

***Commit to improving  
care and services***

***Collaborate in problem  
solving***

***Contribute to the  
success of the program***

**Engage in State-  
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