

Whole Child Model Family Advisory Committee

Meeting Agenda

Monday, March 14, 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](tel:+13237053950)
Phone Conference ID: 659 614 431#
 - **En español:** número de teléfono: [+1 323-705-3950](tel:+13237053950)
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, March 7, 2022 to 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. Update on Genetic Testing Appeals Grievance Reporting | Sarah Sanders |
| VI. Outreach Fact Sheet for WCMFAC | Lilia Chagolla |
| VII. Community Partner Feedback COVID-19 Impact on Members | WCMFAC Committee Members |



HEALTHY PEOPLE. HEALTHY COMMUNITIES.

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- Community Feedback
- Organizational Updates
- Alliance Updates
- CCS Vaccination Rates

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, May 9, 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.

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The complete agenda packet is available for review at Alliance offices, and on the Alliance website at [Public Meetings - Central California Alliance for Health \(thealliance.health\)](#). 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 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, January 10, 2022

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; Kim Pierce, Monterey County – Local Consumer Advocate; Susan Skotzke, Santa Cruz – CCS WCM Family Member

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; Deadra Cline, CCS WCM Family Member; Manuel López Mejia, Monterey County – CCS WCM Family Member; Christine Betts, Monterey County – Local Consumer Advocate

CCAH Staff Present: Dianna Diallo, MD, Medical Director; Gabina Villanueva, Members Services Supervisor; Jennifer Mockus; Community Care Coordination Director (RN); Joulie Thao; Temp Care Coordinator I; Kelsey Riggs, RN, Complex Case Management Supervisor; Linda Gorman, Communications Director; Tammy Brass, Utilization Management and Complex Case Management Manager – Authorizations (RN); Van Wong, Chief Operating Officer

Guest: Anna Ruvalcaba, Merced County Department of Public Health – CCS; Fanta Nelson, Merced County Department of Public Health – CCS; Susan Paradise, Manager, Family Health Programs at County of Santa Cruz

Agenda Topic	Minutes	Action Items
Meeting Administration Lilia Chagolla	<ul style="list-style-type: none"> Lilia Chagolla, Regional Operations Director (ROD) welcomed the group. 	
Call to Order Janna Espinoza	<ul style="list-style-type: none"> Janna, Committee Chair called the meeting to order. 	
Roll Call Maria Marquez	<ul style="list-style-type: none"> Committee introductions and roll call was taken. 	
Oral Communications Janna Espinoza	<ul style="list-style-type: none"> Janna Espinoza, Committee Chair opened the floor for any members of the public to address the Committee on items not listed on the agenda. Janna Espinoza, Committee Chair welcomed staff to reach out to her or Lilia Chagolla, Regional Operations Director for the Alliance to include agenda topics for the following meeting. Janna Espinoza, Committee Chair opened the floor for members/staff in attendance to make comments. 	



Whole Child Model Family Advisory Committee Meeting

Meeting Minutes

Monday, January 10, 2022

1:30p.m. – 3:00p.m.



Agenda Topic	Minutes	Action Items
	<ul style="list-style-type: none"> Lilia Chagolla, ROD, provided an update for Merced County-CCS attendees. Shared that Blanca Sahagún is no longer with Merced County CCS and welcomed Anna Rubalcava, CCS Supervisor as the new regular attendee for Merced County. 	
<p>Consent Agenda Items: Accept WCMFAC Meeting Minutes from Previous Meeting Janna Espinoza</p>	<ul style="list-style-type: none"> Janna Espinoza, Committee Chair opened the floor for approval of the meeting minutes of the previous meeting on November 8, 2021. <p>Motion to approve the consent agenda by Elsa Quezada, seconded by Kim Pierce.</p>	
	<ul style="list-style-type: none"> Janna Espinoza, Committee Chair reported on the Family Voices Health Summit. The Health Summit is an annual convening of families, youth, advocates, state and local agencies and legislators and staff. Encouraged WCMFAC committee members to participate. All presentations are available on the Family Voices website. Spanish translation available. Visit https://whova.com/web/vsfvo_202111/ to access the recorded sessions. <p>Key takeaways and topics:</p> <ul style="list-style-type: none"> Peer grouping to communicate the needs of the special health care complex. Attendees get a peek into what other people are dealing with on a regular basis. Behavioral Health and children and youth special health care needs: Challenges and opportunities. Telehealth and Access to Care for children and youth with special care needs. Partnering with your regional center coordinator to meet your child's needs. What's new on the horizon for Medi-Cal? What does it mean for children and youth with special 	



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	<p>health care needs? Briefly mentioned on the newly cover doula and midwife services.</p> <ul style="list-style-type: none"> • 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. • Durable Medical Equipment for children and youth with special health care needs. 	
<p>WCMFAC Roadmap</p> <ul style="list-style-type: none"> - Review 2021 Roadmap - 2022 Roadmap Recommendations <p>Lilia Chagolla</p>	<ul style="list-style-type: none"> • Lilia Chagolla reviewed the 2021 roadmap. Expanded on the 2021 quarterly tactics and accomplishments and solicited feedback from committee members on any of the work completed. • Reviewed and proposed the 2022 Roadmap. Shared the proposed quarterly tactics. Expanded on each of the quarterly tactics. 	
<p>Community Partner Feedback COVID-19 Impact on Members</p>	<ul style="list-style-type: none"> • Open forum for Committee members to share COVID-19 impact. • 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. • E. Quezada, queried about the pandemic response the Alliance and other community organizations are providing. L. Chagolla shared the Alliance has started to adjust the approach due to the new surge and will be sharing more as information becomes available. • K. Pierce shared that they have a directive that came from the Department of Developmental Services that said if parents wanted in-person services, that they must honor it with the necessary precautions. Shared 	



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	<p>they do not have enough therapists that will do in-person but have been able to accommodate shifting staff as needed. They are providing COVID testing every other week for children who are a client of San Andreas. Clients need to contact their service coordinator at the Regional Center, and they will coordinate the testing.</p> <ul style="list-style-type: none"> • Susan P. shared that Santa Cruz County MTU has revised their protocols as well. Very similar to Monterey County where they are offering in-person and virtual services for families as needed or requested from the families. They have secured some antigen tests for children who are not able to mask. • S. Skotzke recognized the school districts for providing students COVID home tests. • T. Brass shared on the Alliance fluctuations in authorizations, which shows the pattern of Alliance members due to the spike when the Omicron increased. Added that the Alliance is indirect communication with CCS families routinely and working to connect via telehealth and/or on-site visits. • L. Chagolla reported on the Alliance member COVID-19 immunization rates by county. • J. Espinoza shared that the COVID Newsletter that she received from the Alliance has been a great resource and commended on the infographic page that helps differentiate the difference between having a sinus infection, allergies, or a cold vs. COVID. • Going forward this agenda topic will be split into three sections as follows. <ul style="list-style-type: none"> - Community Feedback - Organizational Updates - Alliance Updates 	<p>M. Marquez to update the agenda to COVID-19 Impact Feedback.</p>
<p>CCS Advisory Group Representative Report Susan Skotzke</p>	<ul style="list-style-type: none"> • S. Skotzke asked if anyone is having any problems with the new Medi-Cal RX and asked that those that come across any issues they connect with the 	



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	<p>Department of Health Care Services (DHCS). Briefly shared on the Cal-Aim enhancing changes and asked that the Alliance shared any issues that arise. Elaborated on the roadblocks some CCS families face due to existing policies. L. Chagolla appreciate the feedback and asked that the issues continue to be reported for the committee and Alliance staff collaborate for solutions.</p>	
<p>Future Agenda Items Lilia Chagolla</p>	<ul style="list-style-type: none"> • The following items will be added as future agenda items in addition to the standing agenda topics; RoadMap – Janna Espinoza, WCMFAC Chair • Review the Roadmap – Lilia Chagolla, Regional Operations Director • Revisit the number of appeals submitted for Genetic testing. Sara Sanders, Grievance and Quality Manager • Community Partner Feedback COVID-19 Impact on Members. Add CCS members COVID vaccination rates. 	
<p>Review Action Items Maria Marquez</p>	<ul style="list-style-type: none"> • Maria Marquez reviewed the action items. 	
<p>Adjourn (end) Meeting Janna Espinoza</p>	<p>The meeting adjourned at 2:55p.m.</p>	
<p>Minutes Submission</p>	<p>The meeting minutes are respectfully submitted by Maria Marquez, Administrative Specialist</p>	

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





(800) 700-3874
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



Grievance and Appeal Information

WCM FAC
3/14/2022



1



Grievance Updates

3/14/2022

AGENDA:

1. Grievance Information
2. Review
3. HS Information
4. Questions

2

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HOW DOES A MEMBER **FILE** a Complaint or Appeal (Grievance)?

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.

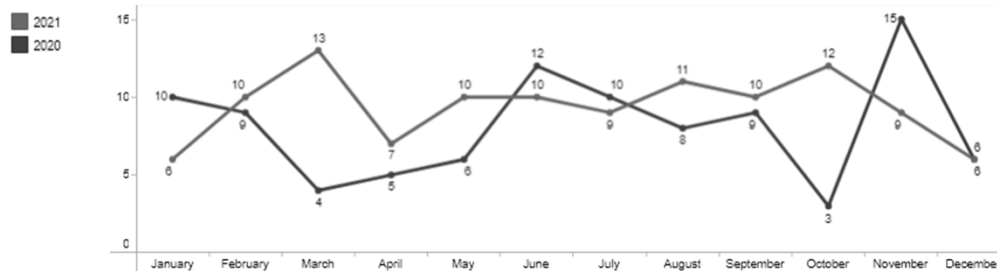
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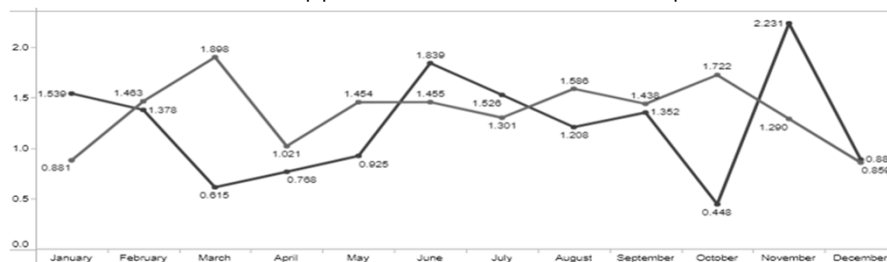
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WCM GRIEVANCE AND APPEALS: **2020 AND 2021**

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



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



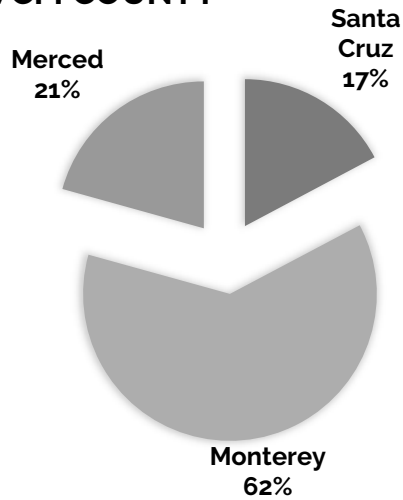
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WCM GRIEVANCE AND APPEALS DATA by COUNTY

WCM COUNTY



During Quarter 4 2021:
October, November, December

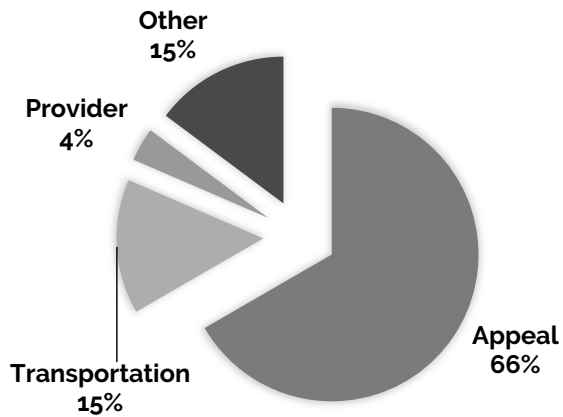
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WCM GRIEVANCE AND APPEALS DATA

WCM GRIEVANCE TYPES



During Quarter 4 2021
October, November, December

6



6

Genetic Testing Update – Quarter 4, 2021

Genetic Testing

Appeals • #17- Genetic Testing

Authorizations

Genetics Denials

- Top 10 procedure codes denied for CCS members primarily include genetic testing
- Frequent reason for denial: No indication on how testing will affect prognosis or treatment

7



7

What types of genetic tests are most typically denied?

- Largest volume: 8 denials in Q4 2021 for large panel (WES) genetic testing.
- Whole Exome Sequencing (WES): Sequencing or screening for mutations in all coding regions of the DNA (~1.5% of the genome).
 - ~180,000 exons coding for **22,000 genes are analyzed.**

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Genetic Testing Update – Quarter 4, 2021

Genetic Testing

Authorizations: 8 denials for
WES testing

- Alliance Policy: **Large panel (WES) testing** is almost never indicated, not recommended by the American College of Medical Geneticists.
 - Results often un-interpretable, misleading, potentially harmful information
 - Testing for potential incidental findings is not typically authorized

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Genetic Testing Update – Quarter 4, 2021

Genetic Testing

Authorizations: Approvals for Genetic
Tests

- Most genetic testing requests are not large panel WES testing and are approved
- Single and small panel gene testing may be appropriate if guidelines are met and/or there is compelling evidence of a genetic mutation from the family history that could affect treatment or screening for the member.
- Some genetic tests do not require authorization

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Questions?





WHOLE CHILD MODEL FAMILY ADVISORY COMMITTEE (WCMFAC) FACT SHEET

ABOUT US

The WCMFAC is an advisory committee to the Alliance providing input and recommendations on policies and issues that affect children and their families served through the Alliance’s WCM program. The WCMFAC will advise staff to assist in meeting the six goals of the WCM which include:

- Implement Patient and Family-Centered Approaches to Care
- Improve Care Coordination through an Organized Delivery System
- Maintain Quality of Services
- Streamline Care Delivery
- Build on Lessons Learned
- Provide Quality, Cost Effective Services

The WCMFAC is a forum where families with children who have special health care needs, Alliance leadership, and local family support providers have open communication and will serve as a mutual learning forum for committee members and Alliance staff to make a positive difference in the care the health plan provides to California Children’s Services (CCS) beneficiaries.

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

MEET THE MEMBERS



- WCM Alliance Members
- Central California Alliance for Health Staff
- Local Regional Centers
- County CCS Staff
- County Medical Therapy Unit Staff
- Local Consumer Advocates
- Community Based organizations



MEETING SCHEDULE

The WCMFAC the second Monday of every 2 months from 1:30pm to 3:00pm

- March 14, 2022
- May 9, 2022
- July 11, 2022
- September 12, 2022
- November 14, 2022

If you are a parent or guardian of a child with special needs and want to join this important committee, please email us at WCMFAC@ccah-alliance.org

HOW TO REACH US



WCMFAC@ccah-alliance.org



800-700-3874



www.thealliance.health