



## CCI Stakeholder Workgroup MINUTES

**Thursday, February 27, 2014; 1-3 p.m.**  
 Cathedral of Our Lady of the Angels  
 555 West Temple Street, Los Angeles, CA 90012  
 Conference Rooms 6, 7 & 8  
 Facilitator: Raffie Barsamian

**Call-In: 1-888-584-2113 Code: 229-738-8378**

TIME	TOPIC	PRESENTER
1:00 - 1:05 p.m.	<p><b>Welcome/Introductions</b></p> <p>Meeting was called to order at 1:00 p.m. by Raffie Barsamian and introductions were made by stakeholders and health plan representatives in the room and on the telephone.</p>	<p><b>Raffie Barsamian</b>  <i>Manager, Public Programs            Health Net</i></p>
1:05 - 1:35 p.m.	<p><b>Changes in LA County - Cal MediConnect: Five Health Plans in Los Angeles County</b></p> <ul style="list-style-type: none"> <li>• Amber Cutler provided an update on the Los Angeles enrollment strategy and the proposed changes to the Cal MediConnect implementation timeline.</li> <li>• Amber announced that Los Angeles County will now have five health plans participating in Cal MediConnect. Department of Health Care Services (DHCS) and Centers for Medicare and Medicaid Services (CMS) will be directly contracting with CareMore, Care1st, Molina, in addition to Health Net and L.A. Care.</li> <li>• In Los Angeles County, dual eligible beneficiaries may voluntarily enroll into Health Net or L.A. Care, or opt out of Cal MediConnect, beginning no sooner than April 2014.</li> <li>• DHCS will begin to passively enroll beneficiaries directly into Cal MediConnect eligible plans – Health Net, CareMore, Care1st – no sooner than July 2014 and into L.A. Care no sooner than December 2014.</li> <li>• Five Major Exceptions to Cal MediConnect Enrollment Strategy:               <ol style="list-style-type: none"> <li>1. In accordance with CMS policy, those dually eligible beneficiaries who are currently enrolled in the Medi-Cal managed care product sponsored by Health Net or L.A. Care will be enrolled into the Cal MediConnect product offered by the same plan, effective July 1, 2014.</li> <li>2. Dual beneficiaries whose primary care provider is only affiliated with L.A. Care will be passively enrolled into L.A. Care no sooner than December 2014, regardless of birth month, assuming L.A. Care no longer has a CMS' Low Performing Icon (LPI).</li> <li>3. Under California law, beneficiaries currently in a Medicare Advantage (MA) product will be enrolled in Cal MediConnect on January 1, 2015.</li> <li>4. Beneficiaries who are 2014 Medicare Part D Low Income Subsidy (LIS) re-assignees will be enrolled into Cal MediConnect</li> </ol> </li> </ul>	<p><b>Amber Cutler</b>  <i>Staff Attorney,            National Senior            Citizen Law Center            (NSCLC)</i></p>

on January 1, 2015.

5. Individuals who opt-out of Cal MediConnect will not be passively enrolled at any point into Cal MediConnect.
6. All beneficiaries in the Multipurpose Senior Services Program (MSSP) will be passively enrolled into Cal MediConnect on January 1, 2015.

**Stakeholder Question: How many beneficiaries currently enrolled in a Medi-Cal managed care plan through Health Net or L.A. Care are estimated to be passively enrolled into Cal Medi-Connect in July 2014?**

**Response (Amber): Approximately 21,000.**

- Amber reported that dual eligible beneficiaries who are not subject to passive enrollment in Cal MediConnect in 2014 (e.g. in a Medicare Advantage Plan or reassigned to a Part D plan in 2014) and individuals excluded from passive enrollment in Cal MediConnect (e.g., individuals in Kaiser, individuals with an ESRD, individuals receiving services at a regional center, etc.) will receive a Medi-Cal Long Term Services and Supports (MLTSS) 60 Day Notice.
- If the individual does not make a choice, they will be assigned to the default plan on the MLTSS 60 Day Notice.

**Stakeholder Question: Has the Medi-Cal Long Term Services and Supports (MLTSS) 60 Day Notice been finalized yet?**

**Response (Amber): Yes, the MLTSS 60 Day Notice has been finalized and was posted on the CalDuals website yesterday (02/26/2014). The 60-day notice is currently only available in English. We have not seen the Guidebook or Choice Form that would accompany this notice.**

- Duals who are already enrolled in Medi-Cal managed care and who are excluded from passive enrollment in Cal MediConnect (or in a Medicare Advantage plan), will get a notice telling them that Long Term Services and Supports (LTSS) is being added to their benefit package.
- LTSS is supposed to be added to the benefit package in April 2014 for duals in Los Angeles.
- Amber stated a 45-day notice was supposed to be sent from the plan, but now it is supposed to be a 30-day notice and maybe an addendum to the Evidence of Coverage.

**Stakeholder Question: Is someone from the Department of Health Care Services present here today? Based on our perceptions of consumer knowledge, beneficiaries have “no choice”. The instructions on the CalDuals website and the form do not make it clear how someone can keep their Medicare the same - or how to opt-out of Cal MediConnect.**

	<p><b>Response: Outreach Coordinators from Harbage Consulting were present on behalf of DHCS and stated that concerns and feedback will be documented and shared with the State.</b></p> <ul style="list-style-type: none"> <li>• <b>Pending:</b> <ul style="list-style-type: none"> <li>➢ Finalized Los Angeles Cal MediConnect enrollment strategy</li> <li>➢ New Health Plans must pass readiness reviews</li> <li>➢ Notices: <ul style="list-style-type: none"> <li>• Cal MediConnect Voluntary Notice</li> <li>• Cal MediConnect 30-Day Notice</li> <li>• Cal MediConnect Opt-Out Notice</li> <li>• MLTSS 60-Day Notices (Translated)</li> <li>• MLTSS 30-Day Notices</li> </ul> </li> </ul> </li> </ul>	
<p>1:35 - 2:05 p.m.</p>	<p><b>Introduction of Other Plans</b></p> <ul style="list-style-type: none"> <li>• Martha Smith stated that this was Health Net’s regularly scheduled CCI Stakeholder event, but Health Net invited the other plans to attend.</li> <li>• Martha explained that Health Net is aware of the stakeholders’ busy schedules and would be willing to collaboratively hold these meetings together, in addition to having separate, more plan specific, meetings with the stakeholders.</li> <li>• Health plan liaisons and representatives were introduced to the stakeholders.</li> </ul> <ul style="list-style-type: none"> <li>➢ <b>LA Care</b> <ul style="list-style-type: none"> <li>• <b>Gretchen Brown</b> - <i>Senior Director, Medicare Programs</i></li> <li>• <b>Beau Hennemann</b> - <i>Manager, In-Home Supportive Services</i></li> </ul> </li> <li>➢ <b>Care1st</b> <ul style="list-style-type: none"> <li>• <b>Dawn Maroney</b> - <i>Chief Medicare Officer</i></li> <li>• <b>Pam Mokler</b> - <i>Vice President, Long-Term Services &amp; Supports</i></li> <li>• <b>Eddy Moreno</b> - <i>Director, Community Outreach</i></li> </ul> </li> <li>➢ <b>CareMore</b> <ul style="list-style-type: none"> <li>• <b>Joyce Furlough</b> - <i>Vice President, Sales &amp; Marketing</i></li> <li>• <b>Susi Rodriguez Shapiro</b> - <i>Community Engagement</i></li> </ul> </li> <li>➢ <b>Molina Healthcare</b> <ul style="list-style-type: none"> <li>• <b>Lisa Hayes</b> - <i>Director, Disability &amp; Senior Access Services</i></li> <li>• <b>Terrance Henson</b> - <i>Manager, Long Term Services &amp; Supports</i></li> </ul> </li> <li>➢ <b>Health Net</b> <ul style="list-style-type: none"> <li>• <b>Martha Smith</b> - <i>Chief Dual Program Officer</i></li> <li>• <b>Martha Santana-Chin</b> - <i>Vice President, Dual Eligible Health Services Management</i></li> <li>• <b>Janice Milligan</b> - <i>Director, Strategy &amp; Development</i></li> </ul> </li> </ul>	<p><b>Martha Smith</b>  <i>Chief Dual  Program Officer  Health Net</i></p>

	<ul style="list-style-type: none"> <li>• <b>Sean O'Brien</b> – <i>Director, Dental Operations</i></li> <li>• <b>Raffie Barsamian</b> – <i>Manager, Public Programs</i></li> <li>• <b>Jane Tunay</b> – <i>Manager, Public Programs</i></li> </ul>	
<p>2:05 – 2:25 p.m.</p>	<p><b>Status on Outreach and Education</b></p> <ul style="list-style-type: none"> <li>• Emma provided an update on the State’s efforts to reach out to CCI population.</li> <li>• Department of Health Care Services (DHCS) revamped the Cal MediConnect / CalDuals.org website to include designated sections for providers and beneficiaries, with related informational materials.</li> <li>• As a part of the CCI Beneficiary and Provider Outreach Plan, DHCS has developed a toolkit of educational materials with stakeholder input.</li> <li>• The Toolkit materials are available on the CalDuals.org website for download to be used by the public in outreach and educational activities.</li> <li>• An educational “Train the Trainer” program has also been created to support local organizations in training their staff to assist beneficiaries and providers.</li> <li>• Emma reported that in the next few days, there will be a form available on the CalDuals.org website for organizations who would like to request “Train the Trainer” presentations.</li> <li>• DHCS has begun publishing a weekly newsletter featuring updates on the ongoing implementation of the Coordinated Care Initiative and Cal MediConnect.</li> <li>• The email newsletter goes out every Friday and includes the latest information on provider outreach, as well as, events and activities in each of the counties where the program is being implemented.</li> <li>• Health Care Options (HCO) phone tree has been set up to be very Cal MediConnect specific.</li> <li>• DHCS has partnered with New American Media to develop a series of ethnic media roundtables – no set date for LA County.</li> </ul> <p><b><u>Stakeholder Comments &amp; Suggestions:</u></b></p> <ul style="list-style-type: none"> <li>▪ Cal MediConnect website should include more information about CBAS and the services offered by CBAS providers.</li> <li>▪ Provide update on the Cal MediConnect educational materials in alternative formats – audiotape, ASL video clips.</li> <li>▪ Make sure materials in alternative formats are available on the CalDuals.org website.</li> <li>▪ Will the educational video clips be offered in other languages?</li> <li>▪ Regional client representatives are experiencing some difficulty when contacting HCO. A number of regional clients have no responsible party and are unable to make own decisions. Representatives are asked to fill out same PHI form every time they call HCO.</li> <li>▪ Update the star rating information on CalDuals.org – last updated in October 2012.</li> <li>▪ Cal MediConnect website should have a Continuity of Care (COC)</li> </ul>	<p><b>Emma Daugherty</b>  <i>Senior Outreach  Coordinator  Harbage  Consulting</i></p>

	<p>Factsheet geared towards providers.</p> <ul style="list-style-type: none"> <li>▪ Choice Booklet and Choice Form do not make it clear how someone can keep their Medicare the same - or how to opt-out of Cal MediConnect.</li> <li>▪ Request for material in Braille and audible formats.</li> <li>▪ CalDuals.org website does not clearly state how to opt out of Cal MediConnect.</li> <li>▪ Provide more information on the Cal MediConnect website about the PACE program.</li> </ul> <p><b>Response (Emma): Comments and suggestions will be documented and shared with the State.</b></p>	
<p>2:25 – 2:45 p.m.</p>	<p><b>Medi-Cal Expansion</b></p> <ul style="list-style-type: none"> <li>• Sean O’Brien gave an overview of the Medi-Cal Expansion under the Affordable Care Act (ACA).</li> <li>• The goals of the ACA are to increase access to affordable health care for the uninsured, decrease overall health care spending in the U.S., and improve health care quality.</li> <li>• All health plans must offer 10 essential health benefits as well as not deny coverage based on pre-existing conditions.</li> <li>• Covered California is California’s exchange or marketplace and a consumer can enroll in both the exchange and Medi-Cal through the Covered California website.</li> <li>• As of January 1, 2014, 1.4 million Californians became eligible for Medi-Cal coverage.</li> <li>• Beginning January 1, 2014, Medi-Cal managed care plans were required to provide certain behavioral health and substance abuse/alcohol treatment services. Specialty mental health services will continue to be provided by the County Mental Health Department.</li> </ul> <p><b>Stakeholder Question:</b> Can you clarify who was assigned to the county clinics?</p> <p><b>Response (Sean):</b> New Medi-Cal members with income levels up to 133% FPL, who did not choose a primary care provider, were assigned to the County Hospital System. Members had the option to change to a different provider after being assigned to a county provider.</p>	<p><b>Sean O’Brien</b>  <i>Director, Dental Operations Health Net</i></p>
<p>2:45 – 2:50 p.m.</p>	<p><b>Health Net Public Policy Meeting</b></p> <ul style="list-style-type: none"> <li>• Jane reported that the Health Net Community Solutions (HNCS) Statewide Public Policy Committee is looking to recruit Health Net Medi-Cal members or their guardians/caregivers to be involved with the policy making process.</li> <li>• The Committee is committed to improving the quality of care and access</li> </ul>	<p><b>Jane Tunay</b>  <i>Manager, Public Programs Health Net</i></p>

	<p>to care issues that may arise for Health Net members.</p> <ul style="list-style-type: none"> <li>• Meeting discussions will involve topics surrounding community-based adult services, long term care services, alcohol and drug services, and mental health.</li> <li>• The HNCS Statewide Public Policy Committee meets four times a year, and the committee members have the option of attending in person or calling in.</li> <li>• For more information, please contact Jane Tunay at (916) 935-1727 or janerachel.q.tunay@healthnet.com.</li> </ul>	
<p>2:50 - 3:00 p.m.</p>	<p><b>CCI Workgroup Next Steps &amp; Wrap up</b></p> <ul style="list-style-type: none"> <li>• Raffie asked for stakeholder input and suggestions on how to make these meetings more meaningful, convenient, and engaging. <ul style="list-style-type: none"> <li>➤ Decision: Collaborative CCI Stakeholder meetings with all five health plans participating in Cal MediConnect – Care1st, CareMore, Health Net, L.A. Care, and Molina. <ul style="list-style-type: none"> <li>▪ <b>Collaborative CCI Stakeholder Meetings – All 5 Plans</b></li> <li>▪ <b>Frequency: Monthly</b></li> <li>▪ <b>Location: Los Angeles Cathedral</b></li> <li>▪ <b>Time: 1:00 p.m. – 3:00 p.m.</b></li> </ul> </li> </ul> </li> <li>➤ <b>Next Meeting: Wednesday, March 26, 2014</b></li> </ul>	<p><b>Raffie Barsamian</b>  <i>Manager, Public Programs  Health Net</i></p>