

Care Coordination Work Group

Meeting Minutes

June 27, 2016, 3:00 PM – 5:00 PM

DHHS Administration

7001A East Parkway
 Sacramento, CA 95823

Conference Room 1

COMMITTEE MEMBERS			
	Advocate – Todd Higgins (Disability Rights)	X	Health Plan – Steve Soto (Molina) – Chair
Excused	Advocate – Jenni Gomez (LSNC)	X	Health Plan – Joel Gray (Anthem Blue Cross)
X	Clinic – J. Miguel Suarez, MD (HALO)	X	Health Plan – Jane Tunay (Health Net)
X	Clinic – Jonathan Porteus, PhD (WellSpace)	Excused	Health Plan – Kevin Kandalajt (United Healthcare)
X	DHHS, Primary Health – Sandy Damiano, PhD	X	Health Plan – Sylvia Carlisle, MD (Aetna)
X	DHHS, Behavioral Health – Uma Zykofsky	X	Hospital – Tory Starr (Sutter Health) – Co-Chair
X	IPA – Janice Milligan (River City Medical Group)	X	Hospital – Rosemary Younts (Dignity Health)
Excused	IPA – Anna Berens (EHS)		
GUESTS			
X	Emily Duby-Pierce (Anthem)		

Group Members in Attendance: 11

Guests: 1

Public in Attendance: 9

Scribe: Marie Ketcheshawno

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Topic	Minutes
<p>Welcome and Agenda Review - <i>Steve Soto, Chair</i></p>	<p>Steve Soto welcomed group members and members of the public and facilitated introductions.</p> <p><u>Materials:</u> All members received copies of the agenda and DRAFT Care Coordination Guides for Molina Healthcare and Anthem Blue Cross. <u>Note:</u> <i>Copies will not be posted yet as Plans want to delete staff names and only include positions and contact information. Some information is not yet accurate.</i></p>
<p>Resources Posted – <i>Sandy Damiano</i></p>	<p>The website has been updated and the following resources are posted:</p> <ul style="list-style-type: none"> ▪ Medi-Cal Managed Care Overview PowerPoint - UPDATED ▪ Member Services Resource Lists - Health / Behavioral Health (includes 24-hour nurse lines) ▪ Urgent Care List (by plan and by IPA) - NEW ▪ FQHC List (includes a map and interactive map) - UPDATED ▪ Managed Care Definitions Document (definitions taken from the State DHCS topside contract) - NEW <p><u>Website link:</u> http://www.dhhs.saccounty.net/PRI/Pages/Sacramento-Medi-Cal-Managed-Care-Stakeholder-Advisory-Committee/GI-MCMC-Care-Coordination-Work-Group.aspx</p> <ul style="list-style-type: none"> ▪ Additional documents such as Care Coordination Guides will be uploaded once they are completed.
<p>Behavioral Health Consultation – <i>Sandy Damiano</i></p>	<p><u>Blue Shield of California Foundation:</u></p> <ul style="list-style-type: none"> ▪ Has offered consultation on behavioral health coordination. They have been supporting consultants who work with grantees. They have generously offered their support to our efforts at no charge. ▪ Consultation includes coaching, webinars, information sharing/data exchange, care coordination and referral pathways. ▪ Sandy Damiano, Uma Zykofsky and Steve Soto briefly reviewed a universal release of information. This topic will be discussed further at the Medi-Cal Managed Care advisory committee meeting on July 25, 2016.
<p>Care Coordination Guide – <i>Steve Soto, Joel Gray, & Emily DUBY-Pierce</i></p>	<p>Steve Soto reviewed the DRAFT Care Coordination Guide for Molina Healthcare.</p> <p><u>Key points:</u></p> <ul style="list-style-type: none"> ▪ The first page of the care coordination guide is a summary of resources and contact numbers. ▪ The second page outlines care management by enrollment type for basic and complex care management. The criteria for basic and complex medical case management are taken from GMC topside contract. ▪ The Complexist program is for a limited time period (typically 1-3 months) that does not replace the patient’s relationship with their primary care doctor but instead provides an additional level of support from a specialist

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or internist and a mid-level practitioner working with a Complexist doctor to help patients with an enhanced or targeted regimen to improve their health and health outcomes.

- Sandy Damiano shared that Anna Berens who could not be here today emailed that EHS is not delegated for complex case management under their division of financial responsibility. Janice Milligan confirmed that for River City.
- Emergency Department Support Unit (EDSU) is a team of nurses in Long Beach who are available 24/7 and can be contacted by emergency department clinical staff directly. EDSU launched earlier this year and is not yet at a point to expand to patient navigator staff. Steve will invite Leslie Fonseca to a future meeting to provide an update and EDSU and discuss patients presenting with mild to moderate behavioral health issues.
- Care Review Clinicians and Transition of Care Coaches manage enrollees while they are inpatients and dedicated discharge planners to assist with discharge from inpatient care.

Joel Gray and Emily Duby-Pierce reviewed the DRAFT Care Coordination Guide for Anthem Blue Cross.

Key points:

- Information about transportation listed on the resources page will be revised. Non-SPD members have a form that PCP fills out – request good for one year. Janice Milligan noted that Anthem and Health Net use the same protocols for transportation which includes assistance with public transportation.
- Anthem provides case management for all their member groups. They are delegated for basic as well as complex case management. At this time all case management services are telephonic but they will be rolling out face-to-face services for high utilizers as part of readmission reduction initiative expected to go live sometime in 2017.
- Members with both medical and behavioral health conditions are co-managed by health and behavioral health case managers.
- Transitions of care and discharge planning information to be included in future drafts.

Jane Tunay noted that Health Net is currently working on the document. Will have it completed for the next meeting.

Next Steps:

- 1) Plans to complete drafts. Eliminate staff names and use staff titles and contact information. County will post once finalized and approved by plans. It will be a plan responsibility to maintain updates. County will post revisions.
- 2) Steve Soto will check on complex case management for IPAs.

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<p>Data Requests – <i>Sandy Damiano</i></p>	<p>Sandy Damiano asked all hospitals to provide emergency department (ED) data. Approximately six months of data, total visits by payer, total visits for avoidable primary care. Has received data from Dignity Health, Kaiser and Sutter Health. UCD is pending. The data reveals a high percentage of Medi-Cal and avoidable primary care. Data will be presented and discussed further at the Medi-Cal Managed Care Advisory Committee meeting on July 25, 2016.</p>	
<p>Molina and Kaiser (ED Utilization Report and Actions) – <i>Steve Soto</i></p>	<p>Molina and Kaiser have been working on ED utilization. Molina has been receiving daily electronic reports from Kaiser that list Molina members who present at Kaiser Morse and South Sacramento emergency departments. Molina has been targeting those in avoidable categories for tracking, review, and patient outreach. This has resulted in a reduction in numbers. Initially Steve has worked with the MMGs. Will be rolling out information to IPAs and providers soon. Kaiser has also working with Health Net and has contacted Anthem Blue Cross.</p>	
<p>Initial Focus – <i>Tory Starr & Steve Soto</i></p>	<p>After discussion, it was agreed to narrow the focus to the emergency department and then further stratify which population(s) to work with based on data pulled by each plan. Decided to modify the eligibility criteria for Health Homes for Patients with complex needs (HHP) which is proposed for implementation in Sacramento County in 2018. Will look at the top 100 for each plan.</p> <p><u>Next Steps:</u></p> <ol style="list-style-type: none"> 1. Sandy Damiano, Steve Soto, and Tory Starr will meet regarding data elements. An email will be sent to plans with details. 2. Plans will pull data and identify themes. 3. Plans will also submit to Specialty Mental Health (Uma Zykofsky designee) to determine if members are enrolled in Mental Health Specialty services. 4. Care Coordination Work Group will review common themes. This may inform needed strategies. 	
<p>Public Comment</p>	<p>There was no public comment.</p>	
<p>Closing Remarks and Adjourn</p>	<p>Steve Soto thanked everyone for attending and participating in today’s meeting. With no additional business to discuss, the meeting adjourned.</p>	
<p>Next Meetings</p>	<p><i>Medi-Cal Managed Care Advisory Committee Meeting</i> Monday, July 25, 2016 / 3:00 – 5:00 PM</p>	<p>Location: DHHS Admin Building</p>
	<p><i>Care Coordination Work Group Meeting</i> Monday, August 22, 2016 / 3:00 – 5:00 PM</p>	<p>Conference Room 1 7001A East Parkway</p>