

## Care Coordination Work Group

### Meeting Minutes

August 22, 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) – <b>Chair</b>
X	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)	X	Health Plan – Kevin Kandalaft (United Healthcare)
X	DHHS, Primary Health – Sandy Damiano, PhD	X	Health Plan – Sylvia Carlisle, MD (Aetna)
X	DHHS, Behavioral Health – Uma Zykofsky	Excused	Hospital – Tory Starr (Sutter Health) – <b>Co-Chair</b>
X	IPA – Janice Milligan (River City Medical Group)		Hospital – Rosemary Younts (Dignity Health)
Excused	IPA – Anna Berens (EHS)		
GUESTS			
X	Cathy Lumb-Edwards (Kaiser)		

Group Members in Attendance: 12

Guests: 1

Public in Attendance: 14

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 a copy of the agenda and (1) FINAL DRAFT Care Coordination guides for Molina Healthcare, Anthem Blue Cross, and Health Net; (2) Hospital Emergency Department data reports for Dignity, Kaiser, Sutter, and UCD hospital systems; and (3) Data Indicators &amp; Process document.</p>
<p>Care Coordination Guide – <i>Steve Soto and Health Plans</i></p>	<p>Steve Soto reviewed final draft Care Coordination Guide for <u>Molina Healthcare</u>. Updates include:</p> <ul style="list-style-type: none"> <li>• Added contact information for Paul Hyppolite, supervisor of case management, who starts 9/5/16.</li> <li>• Revised guide to reflect that IPA’s are not delegated to do complex case management.</li> <li>• May add information about Hospitalist program.</li> </ul> <p>Joel Gray reviewed final draft Care Coordination Guide for <u>Anthem Blue Cross</u>. Updates include:</p> <ul style="list-style-type: none"> <li>• Under Care Management, consolidated to one row as all calls go to one phone number.</li> <li>• Added section on transitions of care for discharge planning.</li> </ul> <p>Jane Tunay reviewed final draft Care Coordination Guide for <u>Health Net</u>. Updates include:</p> <ul style="list-style-type: none"> <li>• Listed member services phone number, direct phone for management network, 24 hour nurse advice line</li> <li>• For Complex Care Management, Health Net contracts with McKesson for EHS and Hill Physicians enrollees and they have a contract with River City for River City enrollees.</li> <li>• Will delete Transitions of Care section as this was unique to Molina Healthcare</li> </ul> <p>Discussion ensued regarding transportation, assisting members with transportation request form, and Molina’s proprietary shuttle van service.</p> <p>Next steps: Health Plans will make minor changes to the guides. County will make cosmetic changes then Health Plans will review a final time. County will post guides. Plans will send future revisions/updates to County as needed. Kudos to all.</p>

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<p>Hospital Data – <i>Hospital Systems</i></p>	<p>Each hospital system prepared an emergency department (ED) utilization report. They each pulled the data a little differently but the top portion of each report shows the global ED data and the bottom portion shows the ED visits for primary care broken out by Health Plan. These reports show the range of avoidable care in the ED, that is, those visits with diagnosis codes that could have been treated more appropriately in a non-urgent/primary care setting.</p> <p>Sandy Damiano went over the reports for Dignity, Sutter, and UC Davis and Cathy Lumb-Edwards went over the report for Kaiser.</p> <p>Cathy also discussed the next day data that Kaiser provides to the Health Plans listing members who showed up in a Kaiser ED. Molina distributes the data to several key parts of its organization for review and action. Dignity provides similar data to Health Net and River City.</p> <p>Next steps: Molina will work to get similar ED data from Dignity. Sandy will follow-up with hospital systems.</p>
<p>Data Pull – <i>Sandy Damiano and Health Plans</i></p>	<p>Sandy Damiano and Steve Soto reviewed the data indicators and process document developed by a subgroup. The document was based on what data and time frame is available for a data pull. The subgroup chose encounters versus costs. They also chose indicators tied to the Health Home Initiative since it will be implemented in Sacramento County in 2018.</p> <p><u>Data Summary</u> – Data pull of top 50 members in each Health Plan showing aggregate data and themes. There was discussion about the “2 or more conditions” criteria and it was agreed to flag a “yes/no” for two or more conditions of any of the listed conditions and not have a “yes/no” in the summary for each of the conditions. However, there is interest in seeing data for those with a chronic physical condition and a co-morbid mental health condition. There was also discussion about the homelessness indicator and it was agreed that each Plan will list their definition of homelessness and indicate where homeless data came from.</p> <p><u>Assigned Medical Home</u> –Create data sets for each assigned medical home for their respective members. This data pull would also be for calendar year 2015. Next step: Molina will distribute to plans by 10/24/16. TBD for Anthem Blue Cross and Health Net.</p>

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	<p><u>County Mental Health (MH) Plan</u> – Create data set with patient name and Medi-Cal number to determine if member is receiving care from County MH Plan. There was concern about confidentiality and it was agreed that County MH will pull data by Plan, distribute the data to each Plan, who will then cross checking against their Top 50. There was also discussion about substance use and pediatric members, but it was agreed that those criteria would not be part of this first data pull.</p> <p>Next steps: Finalize data indicator and process document and send to Plans. Ask Plans to define homelessness and identify where they get the information. Plans will present Data Summary reports at next Care Coordination Work Group meeting on 10/24/16. For current assigned medical home, Molina will send out to medical homes by 10/24/16. Anthem and Health Net will determine when they can send out. For the County Mental Health pull, Mental Health will get data to Plans in the next 30 days and if possible they will include level of service and providers.</p>
<p>Universal Release of Information – <i>Sandy Damiano</i></p>	<p>Sandy Damiano, Steve Soto, and Uma Zykofsky have been working with consultation group funded through Blue Shield of California Health Foundation regarding a universal release of information (ROI). The ROI will be helpful in care coordination which involves working with groups within health plans and across systems such as County Mental Health specialty, housing, criminal justice, etc. They looked at universal ROIs from Los Angeles, San Diego, and Merced counties. Sandy will post the ROIs on the website for discussion at next month’s Medi-Cal Managed Care meeting on September 26, 2016.</p>
<p>Public Comment</p>	<p>The following provided public comment:</p> <ul style="list-style-type: none"> <li>• <b>Tiffany Mock-Goeman, Continuum of Care Program Manager, Sacramento Steps Forward:</b> Ms. Mock-Goeman commented that this is her first meeting and she will be attending regularly. She was pleased to hear about the data pull and is anxious to see the results. She said that in Continuum of Care, they have a health committee that has prioritized connecting clients to primary care providers and reducing emergency room visits which ties in with what this workgroup is doing and that she is very anxious to find way to work with the workgroup. With regard to health homes, she encouraged the workgroup to look at Santa Clara triage tool developed by Economic Roundtable. She said it is an interesting tool that looks at high utilizers and allows you to ask about 60 questions and then determine where they will fall into utilization which allows you to prioritize resources upfront. Sacramento Steps Forward is exploring information exchange to address similar questions and share information about how to help connect clients appropriately. They are also exploring a partnership with Xerox who maintains the Lifeline phone service for public utility commission.</li> </ul>

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	<ul style="list-style-type: none"> <li>• <b>Jennifer Stork, Planned Parenthood</b> – Ms. Stork commented that Planned Parenthood is in multiple counties and she asked if the Care Coordination Guides are available for other counties or if the information in these guides would be the same for other counties. Steve Soto that Sacramento County created these guides. Jane Tunay responded that the information would be different for different counties.</li> <li>• <b>Renee Wright, Sacramento Native American Health Center:</b> Ms. Wright commented that this was her first meeting; she found it very interesting and will be attending regularly. With regard to the health plan data pull, she asked for clarification regarding the two or more conditions and about how the information would trickle down to the medical homes. Sandy Damiano clarified that the Plans would not preselect any of the conditions but that data would be pulled for all of the conditions and any member who had two or more of those conditions would meet the criteria. Steve Soto added that the Plans will pull the data to get their top 50, filter the data by medical home and then share the information with the respective medical home and work collaboratively on how to best serve the member.</li> </ul>	
<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><b><i>Medi-Cal Managed Care Advisory Committee Meeting</i></b> Monday, September 26, 2016 / 3:00 – 5:00 PM</p>	<p><b>Location:</b> DHHS Admin Building</p>
	<p><b><i>Care Coordination Work Group Meeting</i></b> Monday, October 24, 2016 / 3:00 – 5:00 PM</p>	<p>Conference Room 1 7001A East Parkway</p>