# Care Coordination Work Group

**Meeting Minutes**

October 24, 2016, 3:00 PM – 5:00 PM

**DHHS Administration**

7001-A East Parkway

Sacramento, CA 95823

Conference Room 1

| | COMMITTEE MEMBERS | | |
|---|---|---|---|
| X | Advocate – Jenni Gomez (LSNC) | X | Health Plan – Steve Soto (Molina) – **Chair** |
| X | Clinic – J. Miguel Suarez, MD (HALO) | X | Health Plan – Lydia Mata (Anthem Blue Cross) |
| X | Clinic – Jonathan Porteus, PhD (WellSpace) | X | Health Plan – Jane Tunay (Health Net) |
| X | DHHS Primary Health – Sandy Damiano, PhD | X | Health Plan – Kevin Kandalaft (UnitedHealthcare) |
| X | DHHS Behavioral Health – Uma Zykofsky | X | Health Plan – Sylvia Carlisle, MD (Aetna) |
| X | IPA – Janice Milligan (River City Medical Group) | X | Hospital – Tory Starr (Sutter Health) – **Co-Chair** |
| X | IPA – Anna Berens (EHS) | X | Hospital – Rosemary Younts (Dignity Health) |

Group Members in Attendance: 14

Public in Attendance: 11

Program Planner:  Sherri Chambers

Note: Todd Higgins will no longer be a member of the work group.  Mr. Higgins will maintain his seat on the Medi-Cal Managed Care Advisory Committee.

# Care Coordination Work Group

| Topic | Minutes |
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| Welcome and Agenda Review - *Steve Soto, Chair* | Steve Soto welcomed group members and members of the public and facilitated introductions.<br><br>Materials:  All members received a copy of the agenda, Anthem Blue Cross Data Summary Report, Health Net Data Summary Report, Molina Healthcare Data Summary Report, and Health Plans Data Summary Report.  *All meeting materials are posted on the website.* Link: http://www.dhhs.saccounty.net/PRI/Pages/Sacramento-Medi-Cal-Managed-Care-Stakeholder-Advisory-Committee/GI-MCMC-Care-Coordination-Work-Group.aspx |
| Care Coordination Guide Update – *Steve Soto* | Steve Soto reported that each plan completed its Care Coordination Guide listing contact persons and information relevant to care management.  Sandy Damiano reported that some errors were found and corrected, and the updated guides were posted in September.<br><br>Action: *Plans were reminded to update as needed to keep guides current.  Plans may provide updated information to Sherri Chambers.*<br><br>Care Coordination Guides are posted on the webpage under Resources:<br><br>http://www.dhhs.saccounty.net/PRI/Pages/Sacramento-Medi-Cal-Managed-Care-Stakeholder-Advisory-Committee/BC-MCMC.aspx |
| Care Coordination Release of Information (ROI) – *Health Plans* | Steve Soto facilitated a discussion on the use of a Release of Information (ROI) to improve Care Coordination.<br><br>Key Points:<br>• The goal:  Develop and utilize a standardized ROI so individuals can share information.<br>• There is work underway in other counties.  Some are not very far along.  Some are looking at forms for a different purpose than what we are trying to do.<br><br>Group Discussion:<br>Jane Tunay distributed Health Net's ROI form used in multiple markets.  The form is currently being updated.<br>Kevin Kandalaft agreed to provide copies of forms used by UnitedHealthcare in other states, although he was concerned how relevant the forms would be here, as they had been developed based on local issues.<br>Steve Soto agreed to pull forms used by Molina in other states, and echoed the concern regarding relevance.<br>Lydia Mata agreed to provide Anthem's form. She will also share the form used with California Health Foundation.<br>Sandy Damiano – The Medi-Cal Managed Care Advisory Committee expressed interest in a single ROI that will work provider to provider as well as for non-providers. We are trying to coordinate work within and outside multiple systems. |

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| | <u>Next Steps</u>:<br>All Plans were asked to provide examples of ROI forms used in other states/counties that may be utilized for multiple systems prior to the next meeting to Sherri Chambers at <u>chambersS@saccounty.net</u>. |
| Data Summary Reports –<br><br>*Sandy Damiano, Tory Starr, and Health Plans* | Sandy Damiano provided an overview of the process and parameters for the data summaries.  Health Plans decided to pull the top 50 utilizers of non-primary care encounters for calendar year 2015, adults only.  County Mental Health also pulled data (point in time for 2015) and sent information to Plans for cross-referencing.<br><br>Lydia Mata (Anthem Blue Cross), Jane Tunay (Health Net), and Steve Soto (Molina) reviewed and discussed their respective Data Summary Reports.  *All reports are posted on the website.*   Internally they are still working the data to form next steps.<br><br>Sandy Damiano reviewed the Health Plans Data Summary Report which is a one-page summary of the individual reports – *posted on website*.  As expected, behavioral health is an underlying cost driver for health care service utilization.<br><br>Committee discussion generated additional data elements of interest:<br><br>• Churn rate – how many are no longer enrolled with the Plan? Anthem stated 25% were no longer eligible. Molina noted 32% were no longer enrolled.<br>• Aid code data<br>• Percentage of Medi-Medi members - Anthem 30%<br>• Number of primary care encounters<br>• Number enrolled in complex care management – plans will follow up<br>• Average inpatient length of stay<br>• Similar data from Kaiser Health Plan<br>• Each Plan's definition of homelessness<br>• Health Plan mental health encounters - possible difficulty obtaining accurate information (provider coding and training issues, embedded services)<br>• Differing definitions of case management or disease management<br>• Areas of opportunity – plans were still considering<br>• Multiple chronic conditions |

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| Data Summary Reports – *Sandy Damiano, Tory Starr, and Health Plans* | Summary:<br>Tory Starr summarized the discussion and identified three major areas of focus:<br>• Themes – The relation between physical health and mental health, dual eligible, data differences, and high ED utilization.<br>• Challenges – Engagement with individuals in Complex Care Management including consent, effectiveness of care management programs, enrollee churn rate and standardization of terms such as homelessness.<br>• Synergy – Work together to engage and manage our members, keep data coming, share best practices and create some standard tools.<br><br>Group discussion:  Many expressed the desire for a standardized process.  Several members voiced the need to look at integration, focus on care transitions, and build baselines of care.  Tory Starr – We need a standardized ROI, could try for a standardized care coordination plan, and make sure hand-offs are smooth.  Steve Soto – The State is pushing us to Health Home Program (HHP).  This work can be part of HHP ramp up.<br><br>Next Steps:<br>• Send information from the top 50 members data pull to respective medical homes/IPAs. – *Health Plans*<br>• Complete additional data fields for the 2015 Data Summary. – *Health Plans*<br>• Identify Next Steps and take appropriate actions based on review of the data summary. – *Health Plans*<br>• Pull point-in-time data for 12/1/16 and send to Plans. – *County Mental Health*<br>• Complete data pull for CY 2016 top 50 members by number of non-primary care encounters. – *Health Plans*<br>• Email Plans and County Mental Health assignments. – *Planner* |
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| Public Comment | The following provided public comment:<br>• **Fahm Saetern, Project Director, Capitol Health Network:** Ms. Saetern was formerly a Health Navigator at a community-based organization (CBO).  They were at hospitals, community clinics, and pharmacies dealing with Health Plans.  She said they saw the transitions from one Health Plan to another, and she thinks it is great the Care Coordination Work Group is working toward standardization.  She encouraged the Work Group to be transparent with navigators from IPAs, community clinics, and CBOs.   She noted that the scope of the work may differ, but we all want to make sure the clients are getting quality care and access to care.  Capitol Health Network convenes a Care Navigation Council. |

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| Closing Remarks and Adjourn | Steve Soto thanked everyone for attending and participating in today's meeting.  With no additional business to discuss, the meeting adjourned. | |
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| Next Meetings | ***Medi-Cal Managed Care Advisory Committee Meeting***<br>Monday, December 5, 2016 / 3:00 – 5:00 PM | **Location:**<br>DHHS Admin Building<br>Conference Room 1<br>7001A East Parkway |
| | ***Care Coordination Work Group Meeting***<br>Monday, January 23, 2017 / 3:00 – 5:00 PM | |