

**INLAND EMPIRE CCI STAKEHOLDER ADVISORY
COMMITTEE MEETING
(APPROVED MINUTES FOR SEPTEMBER 25, 2018)**

Location: Molina Healthcare, 550 E. Hospitality Lane, San Bernardino, CA 92408

Date: Tuesday, September 25, 2018- 1:30 pm - 4:30pm

Minutes By: *Jessica Jerez, Inland Empire Health Plan*

Transcription By: *Cody Knacke, Quick Caption*

Appointed Committee Members Present:

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Chastain	Consumer	Inland Regional Center; IEHP Member
Betsy Roberts	Manager, Health Care Services, Riv/SB Counties	Molina Healthcare
Claudia Harris		San Bernardino County Aging and Adult Services
Connie Hill	Consumer	Molina Healthcare Member
Dr. Clarence Chung	Senior Director Medicare	Inland Empire Health Plan
Dr. Felix Nuñez	Medical Director – Inland Empire	Molina Healthcare
Felice Connolly	Provider	Riverside County IHSS Public Authority, Provider
Grant Jahner	Attorney	Inland Counties Legal Services
Jennifer Rasmussen	Vice President of Health Services	Molina Healthcare
Keven Porter	Regional Vice President	Hospital Association of Southern California
Kristine Loomis	Consumer	Riverside County In- Home Support Services
Loretta Sotile	District Manager	San Bernardino County IHSS
Monika Vega (Phone)	Senior Outreach Coordinator	Harbage Consulting
Nancy Hillsdale		San Bernardino County TAD
Randy Schlecht (Chair)	Consumer	In-Home Supportive Services Consumer
Robin McCall (Phone)	MSSP Program Director	Riverside County Office of Aging
Rod Verbeck	Mental Health Services Administrator	Riverside University Health System –Behavioral Health
Sharon Swayzer	Provider	San Bernardino IHSS Public Authority, Provider
Wasima Alvi	Clinical Services Manager	Inland Regional Center

Committee Members Absent

<u>Person</u>	<u>Title</u>	<u>Affiliation</u>
Barbara Scott	Consumer	Molina Healthcare
Carol Anne Carlucci	Paralegal	Inland Counties Legal Services Ombudsman
Chris Tarr	Deputy Director	San Bernardino County Department of Aging and Adult Services
Christine Ramsey	Marketing Manger	InnovAge
Craig Sweet	Consumer	Molina Healthcare Member
Cynthia Samuel	Consumer	Molina Healthcare Member
Darren Gray	Social Worker	Loma Linda University-Adult Day Health Services CBAS
Debra Billings-Merlos		San Bernardino County Department of Aging and Adult Services
Dianne Sceranka	Integrated Healthcare Manager	San Bernardino County Department of Behavioral Health
Dr. Brad Gilbert	Chief Executive Officer	Inland Empire Health Plan
Dr. Scott Allen	Physician	Provider
Fred Muñoz	Outreach Specialist	Harbage Consulting
Gabriel Uribe	Independent Living and Diversity Services Program Manager	Inland Empire Health Plan
Gloria Waring	Consumer	Molina Healthcare Member
Jan Vitro	Executive Director	Rolling Start

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Janet Velez	Senior Program Specialist/ CCI Liaison	Riverside County In- Home Support Services
Jewel Lee		Riverside County IHSS Public Authority, Provider
John Anaya		Rolling Start
Johnny Andrade		Riverside County In-Home Supportive Services
Karen Widerynski	Managed Care Specialist	California Association of Health Facilities
Marina Espinosa		San Bernardino County DBH, Program Support Services
Mary Lou Marquez		Alzheimer's Greater Los Angeles
Megan Dankmyer	Director of Long Term Care	Molina Healthcare
Melissa Cardenas		San Bernardino County Public Authority
Michele Haddock		Riverside County Office of Aging, MSSP
Miguel Benitez		SEIU-ULTCW
Myette Christian	Registry Manager	San Bernardino County In-Home Supportive Services Public Authority
Natalie Innocenzi		Alzheimer's Greater Los Angeles
Patricia Davis	Consumer	Molina Healthcare Member
Patricia Martin	Consumer	In-Home Support Services
Paul Van Doren	Executive Director	Community Access Center
Pauline Beschorner		Riverside County Department of Social Services
Renee Dar-Khan		Riverside County Office of Aging, MSSP
Ricardo Cisneros	Regional Coordinator	United Domestic Workers
Sandra Wieder	Consumer	Inland Empire Health Plan Member
Tessie Cross	Attorney	Inland Counties Legal Services Ombudsman
Wendy Duchon	Senior Organizer for San Bernardino	SEIU- ULTCW

Public

Person Present

Ben Jauregui
Brandon Bullock
Carina Ramirez
Cody Knacke
Heather Granger

Hector Garcia
Jessica Jerez
Luis Coronel
Michael Lin
Susan Arcidiacono

Title

Analyst III
Medicare Operations Coordinator
Transcriber

Medicare Special Programs Manager
Medicare Operations Analyst
Medicare Manager
Project Manager III
Chief Marketing Officer

Affiliation

Inland Empire Health Plan
Inland Empire Health Plan
Inland Empire Health Plan
Quick Caption
San Bernardino County Department of Aging and Adult Services
Inland Empire Health Plan
Inland Empire Health Plan
Inland Empire Health Plan
Inland Empire Health Plan
Inland Empire Health Plan

INLAND EMPIRE CCI Stakeholder Advisory Committee Meeting
Meeting Minutes for September 25, 2018 @ 1:30-4:30 pm

Agenda Item	Discussion of Agenda Items	Action
I. Welcome and Introductions and Announcements <i>Randy Schlecht</i>	<ul style="list-style-type: none"> • Introductions were made for all in attendance and those on the phone. 	<i>No Action Required</i>
II. Acceptance of minutes from May 29, 2018 and Committee Nominations <i>Randy Schlecht</i>	Minutes were accepted with the following modifications: <ul style="list-style-type: none"> • Page 5, Item 6, correct third bullet and add “to” after the word input • Page 7, Item 10, correct third bullet and add the word “they” before the word use • Motion by Dr. Felix Nunez • Second by Rod Verbeck 	<i>No Action Required</i>
III. Review Action Log from May 29, 2018 <i>Randy Schlecht</i>	13. Group to provide feedback on Website. <ul style="list-style-type: none"> • Dr. Chung proposed to move this action item as a standing agenda item to no longer track it from meeting to meeting. Feedback is welcomed on how to improve website. • Connie Hill indicated that the website prompted her to enter an ID and Password. <ul style="list-style-type: none"> ○ Jennifer Rasmussen will review with IT team to identify the problem and remove restrictions that are related to IDs and passwords. Website is not designed as a mobile site. <ul style="list-style-type: none"> ▪ Committee was reminded that Betsy is the website coordinator that works with Molina’s IT team to get information posted and updated on the site. ▪ Per Betsy, there is a process with IT department for posting on the website. Betsy welcomes comments and suggestions. 	<i>Ongoing</i>
	32. To contact Harbage about any events or questions that you may have about how we can leverage Harbage to get the information out to the community. <ul style="list-style-type: none"> • Monika Vega mentioned this is a standing item. Committee members are invited to refer organizations to their website, CalDuals.org which provides latest information about any program updates available on the Home page; bottom left hand corner. • Presentations may also be requested through CalDuals.org <ul style="list-style-type: none"> ○ Randy Schlecht to provide Monika Vega contact information for a presentation at Rolling Start Independent Living Center in San Bernardino. 	<i>Ongoing</i>

Agenda Item	Discussion of Agenda Items	Action
	<p>54. Tessie will coordinate a flyer to educate Providers and clients on the appeal process when a service is denied.</p> <ul style="list-style-type: none"> Grant Jahner distributed Appeals and Grievances CCI Flyer with an English and Spanish side. It is directed at the preliminary level. <ul style="list-style-type: none"> Grant to email PDF version of flyer to Betsy Roberts to post on the website. Kristine inquired on how many appeals are going through on an annual basis. Jennifer Rasmussen spoke on the Cal MediConnect Performance Dashboard which tracks grievances and appeals by health plan. 	<i>Complete</i>
	<p>81. Monika Vega will send State waiver forms to Health Plans for Members to share personal stories.</p> <ul style="list-style-type: none"> Monika stated this has been resolved. 	<i>Complete</i>
	<p>85. Paul Van Doren will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living.</p> <ul style="list-style-type: none"> Ben Jauregui to follow-up with Paul. 	<i>Pending</i>
	<p>88. Follow up on Harbage flyer cost and how Health Plans can assist.</p> <ul style="list-style-type: none"> Per Monika, this is an ongoing project. Kristine Loomis is following-up with Veronica (Public Authority in Riverside) and Paul (Independent Living Center) on flyers. <ul style="list-style-type: none"> Monika to inform Fred as this is part of their communications update. 	<i>Ongoing</i>
	<p>96. Wasima Alvi asked Molina and IEHP to conduct a presentation of transportation benefits to IRC employees.</p> <ul style="list-style-type: none"> Molina's presentation is complete. IEHP's presentation pending due to current DHCS audit. <ul style="list-style-type: none"> Dr. Chung will follow-up with Wasima to schedule presentation at IRC. 	<i>Pending</i>
	<p>98. Monika will share LA County Denti-Cal and Transportation flyers with group. Betsy will add to the IE CCI website.</p> <ul style="list-style-type: none"> Monika Vega to email Betsy the Denti-Cal and Transportation flyer. 	<i>Partially Complete</i>
	<p>100. Pauline Beschorner will request a DPSS/TAD representative to attend future meetings.</p> <ul style="list-style-type: none"> Not present to discuss. 	<i>Pending</i>

Agenda Item	Discussion of Agenda Items	Action
	101. Monika will send “buckets” flyer to Betsy/Taylor for group distribution and website publication. <ul style="list-style-type: none"> Monika stated flyer is on hold. She will give status update at next meeting. 	<i>Pending</i>
	102. Link to new enrollment reports will be added to IE CCI website. <ul style="list-style-type: none"> Jennifer Rasmussen will share DHCS link with Betsy. The DHCS link covers the enrollment dashboards as well as the Cal MediConnect performance dashboard. 	<i>Pending</i>
	103. Dates for upcoming Harbage Provider/advocate webinars will be added to IE CCI website. <ul style="list-style-type: none"> Ben Jauregui confirmed the dates are on the CCI website. 	<i>Complete</i>
	104. Flyer addressing Patient/Provider rights will be distributed to group. <ul style="list-style-type: none"> Flyer was printed and attached to the meeting agenda on 9/25/2018. 	<i>Complete</i>
	106. Provide Terri Lee with input on draft community transitions presentation. <ul style="list-style-type: none"> Not present to discuss. 	<i>Pending</i>
	107. IEHP/Molina will review flyer addressing Patient/Provider rights and see if there is additional feedback they can provide. <ul style="list-style-type: none"> Wasima suggested for IEHP and Molina to take the information and create their own flyer with additional information, if needed. Dr. Chung to share flyer with internal staff for review of any additional feedback. 	<i>Pending</i>
	108. Wasima presented a medical transportation issue where a patient did not receive assistance from AAA on a personal vehicle with modification for a wheelchair. <ul style="list-style-type: none"> Wasima to reach out to legal department, research issue, and review AAA’s policy. Grant will reach out to Tessie to review issue. 	<i>Pending</i>
	109. IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member’s preferences.	<i>Pending</i>
	110. Randy Schlecht to provide Monika Vega contact person information at Rolling Start Independent Living Center to set-up a presentation.	<i>Pending</i>
	111. Ben Jauregui to reach out to Dr. Scott Allen in regard to the CCI Meetings.	<i>Pending</i>
IV. Physician/Provider Topics	<ul style="list-style-type: none"> Not present to discuss. <ul style="list-style-type: none"> Ben Jauregui volunteered to reach out to Dr. Scott Allen. 	

Agenda Item	Discussion of Agenda Items	Action
V. Enrollment/Legislative Updates	<ul style="list-style-type: none"> • MMP extension to 2020. • New performance dashboard has been posted on the State's website. • Jennifer Rasmussen shared a study that surveyed Cal MediConnect enrollees and some positive findings were: <ul style="list-style-type: none"> ○ enrollees felt there is higher quality of care ○ decrease in hospital admissions ○ less likely to use emergency room ○ enrollees that had IHSS, 60% of those beneficiaries had an increase in IHSS hours ○ fewer unmet personal care needs ○ more enrollees were able to get durable medical equipment ○ fewer Cal MediConnect enrollees paid out of pocket for prescriptions than those in a non-Cal MediConnect program • Stanford article shared by Felice Connolly about California Health Care Benefits Review Program (CHCGRP) stating that legislative policies may improve access to care, long term savings, and better patient outcomes for treatment. Bill 2893 was signed and approved by governor on 9/10/18. 	
VI. MSSP Transition	<p>Presentation by Michael Lin and Ben Jauregui.</p> <ul style="list-style-type: none"> • MSSP program will go into a full transition benefit program by 1/1/2020. • San Bernardino and Riverside County MSSP, Molina, and IEHP preparing a draft transition plan for DHCS due 1/2019. Part of project requires that stakeholders, members, community provide feedback. • Main change to the MSSP program is that it will no longer be restricted to certain number of people in the program, but it will be open to all health plan members. • Once it becomes a health plan benefit, there is no such thing as a waiting list. • It is an option or alternative to institutional care. • MSSP is an intensive case management program for seniors 65 and older who are eligible to go to a custodial level skilled nurse facility, but they prefer to stay at home. • DHCS has a subcommittee planning and designing the recommendations for the program going forward. • Committee agreed to allot time for Michael and Ben to present at 11/27/18 CCI Meeting; pending NOA clarification. <ul style="list-style-type: none"> ○ Motion by Jennifer Rasmussen ○ Second by Heather Granger 	
VII. Risks/ Subgroup Reports	<ul style="list-style-type: none"> • Monika mentioned the Communications committee will meet in person in December to discuss what they envision for 2019. Email from the workgroup will be sent out to its participants to set a meeting date. • Kristine Loomis to follow-up on the ILC and Public Authority flyers. 	

Agenda Item	Discussion of Agenda Items	Action
VIII. Informational Events	<p>A. Harbage Activity provided by Monika Vega:</p> <ul style="list-style-type: none"> • The Cal MediConnect Seniors Resource took place on July 27th at the Corona Senior Center. At the event there were about 90 attendees and 24 vendors. An English and Spanish presentation was presented to the group. ASL translators were available. • Golden Future 50+ Senior Expo took place in June and about 100 seniors attended. • At the National Innovative Communities Conference, they were able to reach out to advocates, county employees, care givers, and professionals. • Attended the Fontana Community Senior Center Health Fair. • Attended the Inland Behavioral and Health Center Community Festival. • Attended a Healthy Living event in Barstow. • Worked with Recovery International in Perris and Temecula for their Wellness events. • Attended an Older Adults Resource and Health Fair in Redlands • Working closely with Jamboree Housing in Highgrove and Riverside to build mini health fair in November. • Upcoming Advocate and Provider-based Webinars will be on: <ul style="list-style-type: none"> ○ October 17th from 2:00 pm to 3:00 pm ○ November 15th from 1:00 pm to 2:00 pm • Collecting feedback for MSSP topic which is due on 10/1/2018. All recommendations are public and posted on CalDuals.org Home page; bottom left hand corner. • Planning for an upcoming Cal MediConnect health resource event on November 9th at Fifth Street Senior Center. The time for the event will be from 9:00 am to 1:00 pm. <ul style="list-style-type: none"> ○ A save-the-date flyer was sent out for the event. This flyer includes a link for those interested in signing up as an exhibitor at the event. ○ No cost to sign-up. <p>B. CBO Needs</p> <ul style="list-style-type: none"> • Training available for Connect IE website at Inland Empire Health Plan on 10/4/2018 for CBOs only. 	
IX. CCI/ Cal MediConnect Updates	<p>Post Implementation</p> <ul style="list-style-type: none"> • Grant mentioned he reached out to Betsy because one of his clients was transitioning into a dual plan and had concerns about her referrals. Betsy assisted Grant with this issue. Grant recommends that Care Coordinators of Health Plans reach out to new enrollees within the first weeks of enrollment to explain referrals and benefits. <ul style="list-style-type: none"> ○ Jennifer Rasmussen explained that Molina provides outreach to new enrollees. The series of outreach attempts start the first 90 days of enrollment. High risk members will receive a phone call within first 10 days of enrollment. After the first three phone calls, a letter is mailed out to member. A second letter is mailed out 60 days after the first letter, if necessary. ○ Dr. Chung stated IEHP has the same process as Molina. 	

Agenda Item	Discussion of Agenda Items	Action
	<ul style="list-style-type: none"> Kristine Loomis and Randy Schlecht shared what they have experienced when replacing an IPA/Provider or when continuing with the same IPA/Providers. <ul style="list-style-type: none"> Kristine brought up three post implementation issues: <ul style="list-style-type: none"> When a provider changes IPA, the consumer has issues with receiving the same referrals and appointments with new IPA, especially for multiple complex care patients. She expressed the importance of giving disability awareness training to the plans that are transporting non-emergency medical staff. Kristine has had issues with referrals and continuity of care. She shared her process of attempting to go past one year of continuity of care for a physician she wanted to keep. Dr. Chung to take Kristine's feedback to IEHP staff. 	
X. Ombudsman Update	<p>ICLS Updates provided by Grant Jahner:</p> <ul style="list-style-type: none"> Grant mentioned they have experienced longer delay in enrollments and disenrollment in the past couple months. He reached out to Brenda Gomez at DHCS about delay. <ul style="list-style-type: none"> Grant to provide an update about this issue on the next meeting. Grant discussed the Appeals and Grievance flyer that was handed out to the Committee and he welcomes any feedback. 	
XI. Public Comment	<ul style="list-style-type: none"> Ben Jauregui stated Connect IE is a new resource website where people can go to learn about community resources. <ul style="list-style-type: none"> Website will be available for the public in January. Website is ConnectIE.org Website is a local community resource for food pantries, housing resources, and transportations resources. It will be able to track referrals and have a Yelp-like feature for review/comment like: "this organization is great, this one only helps people 65 and older". Outcomes of an organization will be available to view. Similar to 211 website, but with more functions. Website will have function to track, see reports, and pull data. Training at IEHP will be available on 10/4/2018 for CBOs only. 	
XII. Next Steps	See Action Log	
XIII. Closing Comments	<ul style="list-style-type: none"> Dr. Chung discussed consumer and provider recruitment. 	
XIV. Next Meeting	<p>November 27, 2018, 1:30 pm-4:30pm Molina Healthcare 550 E. Hospitality Lane San Bernardino, CA 92408</p>	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
13. Group to provide feedback on Website	Group	7/23/13	9/24/13	Ongoing	<p>Jennifer Rasmussen has identified Betsy Roberts as the new party responsible for website updates and ensure links from action item #84 are added.</p> <p>Benefits101.org Disability Rights California</p> <p>9/25/18 Jennifer Rasmussen will review with IT team to identify the problem and remove restrictions that are related to IDs and passwords. Website is not designed as a mobile site.</p>	
32. To contact Harbage about any events or questions that you may have about how we can leverage Harbage to get the information out to the community.	Group	7/29/14		Ongoing	<p>Requests are now channeling through the Communications Committee. Members can still contact Harbage directly for suggestions and requests.</p> <p>9/25/18 Randy Schlecht to provide Monika Vega contact information for a presentation at Rolling Start Independent Living Center in San Bernardino.</p>	
54. Tessie will coordinate to create a flyer educating Providers and clients on the appeal process when a service is denied.	Grant Jahner	11/24/15		Completed	<p>Monika and Tessie will coordinate to create an educational flyer aimed at Providers explaining CMC and the benefits that accompany it.</p> <p>1/30/18 Monika asked to be removed from this action item. Carol spoke with Tessie and they need to revisit this item.</p> <p>5/29/18 Grant has taken over this project and is working with Carol Anne to complete. Monica reports the Communications work group can provide support.</p> <p>9/25/18 Grant Jahner distributed Appeals and Grievances CCI Flyer with an English and Spanish side. Grant to email PDF version of flyer to Betsy Roberts to post on the website.</p>	
81. Monika will send State waiver forms to Health Plans for Members to share personal stories.	Monika Vega	7/25/17		Completed	<p>Monika Vega will provide the State waiver form to IEHP/Molina for Members to sign in order to share positive personal stories for outreach materials.</p> <p>5/29/18 Pending State approval.</p> <p>9/25/18 Monika confirmed that this has been completed.</p>	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
85. Paul will lead the creation of a presentation to guide consumers through transitioning in/out of SNF/assisted living.	Paul Van Doren	7/25/17		Pending	<p>Paul Van Doren will lead the organization and creation of a presentation for consumers/advocates on navigating the details of going in/out of a SNF or assisted living facility.</p> <p>1/30/18 Ben Jauregui can assist Paul.</p> <p>5/29/18 Recommended that a flyer be created to direct people to their health plan since there are so many different programs. Terri has drafted a presentation.</p> <p>9/25/18 Ben Jauregui to follow-up with Paul.</p>	
88. Follow up on Harbage flyer cost and how Health Plans can assist.	Fred Munoz/ Monika Vega	9/26/17		Pending	<p>Fred will share an estimated cost of printing flyers for upcoming Harbage/Communications Workgroup events so Health Plans can determine where they can help.</p> <p>1/30/18 Kristine Loomis will find out from her contact, Veronica, who the contact is at each Health Plan.</p> <p>5/29/18 Flyer designs are almost complete. Harbage will send a formal request to the health plans to either pay for printing or provide printing services.</p> <p>9/25/18 Kristine Loomis to follow-up with Veronica (Public Authority in Riverside) and Paul (Independent Living Center) on flyers. Monika to inform Fred as this is part of their communications update.</p>	
96. Wasima Alvi asked Molina and IEHP to conduct a presentation of transportation benefits to IRC employees.	IEHP/Molina	11/28/17		Partially completed	<p>5/29/18 Molina completed presentation. IEHP presentation is pending.</p> <p>9/25/18 IEHP's presentation pending due to current DHCS audit. Dr. Chung to follow-up with Wasima to schedule presentation at IRC.</p>	
98. Monika will share LA County Denti-Cal and Transportation flyers with group.	Monika Vega/Betsy Roberts/Taylor Mabry	1/30/18		Partially completed	<p>5/29/18 Denti-Cal flyer is completed. Transportation flyer is waiting for State approval.</p> <p>9/25/18 Monika to email Betsy the Denti-Cal and Transportation flyer.</p>	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
Betsy will add to the IE CCI website.						
100. Pauline Beschoner will request a DPSS/TAD representative attend future meetings.	Pauline Beschoner	1/30/18		Pending	5/29/18 Pauline is looking for a representative who can participate from the eligibility side of the house.	
101. Monika will send “buckets” flyer to Taylor/Betsy for group distribution and website publication.	Monika Vega/Betsy Roberts/Taylor Mabry	1/30/18		Pending	5/29/18 Pending State approval. Low priority due to staff shortage.	
102. Link to new enrollment reports will be added to IE CCI website.	Betsy Roberts	3/27/18		Pending	5/29/18 Does embedded link to Cal Duals website meet the requirement? 9/25/18 Jennifer Rasmussen will share DHCS link with Betsy. The DHCS link covers the enrollment dashboards as well as the Cal MediConnect performance dashboard.	
103. Dates for upcoming Harbage Provider/advocate webinars will be added to IE CCI website.	Betsy Roberts/Monika Vega	3/27/18		Completed	9/25/18 Per Ben Jauregui, the dates do appear on the website.	
104. Flyer addressing patient/Provider rights will be distributed to group.	Wasima Alvi/Taylor Mabry	3/27/18		Completed	Disabilities conference in San Francisco recently had a flyer addressing physicians separating the patient from their Provider. She can send information to Taylor for group distribution. 5/29/18 Wasima was not present and Taylor has left IEHP. Not clear if Wasima sent to the flyer to Taylor and if the date has passed. 9/25/18 Flyer was printed and attached to the meeting agenda.	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
106. Provide Terri Lee with input on draft community transitions presentation	Terri Lee/Group	5/29/18		Pending	Terri will send draft presentation to Mayra who will distribute to the group for review and feedback.	
107. IEHP/Molina will review flyer addressing Patient/Provider rights and see if there is additional feedback they can provide.	IEHP/Molina	9/25/18		Pending	Dr. Chung to share flyer with internal staff for review of any additional feedback to possibly create Health Plan's own flyer addressing Patient/Provider rights.	
108. Wasima presented a medical transportation issue where a patient did not receive assistance from AAA on a personal vehicle with modification for a wheelchair.	WasimaAlvi/ Grant Jahner	9/25/18		Pending	Wasima to reach out to legal department, research issue, and review AAA's policy. Grant will reach out to Tessie to review issue.	
109. IEHP/Molina to provide update on potential training for ALC staff on the difference between side ramp entry vs rear opening vans and inquire with ALC about member profile software to possibly track member's preferences.	IEHP/Molina	9/25/18		Pending	IEHP/Molina to reach out to ALC for details.	
110. Randy Schlecht to provide Monika Vega contact person information at Rolling Start Independent	Monika Vega/ Randy Schlecht	9/25/18		Pending	Randy to provide Monika contact person information at Rolling Start Independent Living Center to set up a presentation.	

Action Log						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
Living Center to set-up a presentation.						
111. Ben Jauregui to reach out to Dr. Scott Allen in regard to the CCI Meetings.	Ben Jauregui	9/25/18		Pending	Ben to reach out to Dr. Scott Allen.	

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
56. Roger and Deborah will coordinate to prepare a presentation on the 1115 Waiver.	Roger Uminski/ Deborah Miller	3/29/16		Completed	Roger and Deborah will create a presentation on the 1115 Waiver and Whole Person Care to present at the next meeting to explain more fully what is included. 5/31/16 Roger presented.	5/31/16
44. Harbage will provide a flyer to IHSS for consumers	Harbage/ Monika Vega	7/28/15		Combined w/ #45	See Communication Workgroup update for details	7/26/16
55. Roger asked that Community Resource Center and/or Riverside Office on Aging send a brief of the SCAN grant to Taylor for group distribution.	Paul Van Doren/ Taylor Strattan	1/26/16		Completed	Paul discussed the SCAN grant and what CRC and OoA is looking for. Roger asked that they send a brief of the details of the SCAN grant to Taylor to distribute to the group.	7/26/16
57. Monika will send Taylor information and links to Harbage's monthly Webinars for group distribution.	Monika Vega/ Taylor Strattan	5/31/16		Completed	Monika will send information with links on Harbage's webinars to Taylor for group distribution. Webinar topics are for advocates and providers.	6/1/16
60. Taylor will send SCAN report findings to group.	Taylor Mabry	7/26/16		Completed		8/4/16
45. Tele-Town Hall	Communications Workgroup	7/28/15		Item Stricken	See Communication Workgroup update for details	
58. Communications Flyer will be sent to Danica to upload to the IE CCI website.	Taylor Mabry/ Danica Lusser	7/26/16		Completed	Communications Flyer will be sent to Danica to upload to the IE CCI website.	
62. A Medi-Cal and/or a Medicare representative will be invited to sit in on the CCI Stakeholder Meetings	Counties, Plans	7/26/16		Completed	To better communicate, a Medi-Cal and/or Medicare rep should be invited to sit in on meetings.	
64. Roger and Taylor will send an email to inquire who on the	RogerUminski/ Taylor Strattan	9/27/16		Completed	Roger proposed reestablishing a subcommittee for social services in order to assist with IEHIE bringing social service data into their network.	

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
Committee would like to participate in a subcommittee to assist with bringing social service groups into the IEHIE.						
67. Taylor will distribute Balanced Billing flyer provided by ICLS to the Committee.	Taylor Mabry	11/29/16		Completed	Tessie provided a Balanced Billing flyer courtesy of ICLS and asked that it be distributed via email to the Committee. Completed on 11/30/16.	
66. Link to Provider Packet created by Harbage will be posted to IE CCI Website.	Monika Vega/ Danica Lusser	11/29/16		Completed	Monika will send Danica a link to the Provider Packet created by Harbage to upload to the IE CCI website.	
63. Tessie will create a presentation for the CMC Ombudsman to be presented at a later meeting.	Tessie Cross	7/26/16		Completed	To better explain the benefits and what CMC Ombudsman can assist with, Tessie will create a presentation and present to CCI Committee. Organizations present can disseminate information.	
14. To come up with ways to mitigate the top four identified risks.	Risk Subgroups	9/24/13	11/13	Omit from action log		
65. Reach out to inactive Committee Members to reestablish a relationship with CBOs.	Committee	9/27/16		Completed	Committee Members provided updates to representatives for their organizations. Jennifer Rasmussen will reach out to the California Association of Health Facilities to find a replacement for Chris Stottlemeyer. Continue to as HICAP for a replacement.	
68. Individual CICA Membership information will be distributed to the group.	Kristine Loomis/ Taylor Mabry	1/31/17		Completed		
69. Flyer for the monthly webinars hosted by Harbage will be distributed to the group.	Monika Vega/ Taylor Mabry	1/31/17		Completed		

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
70. 30 th Annual San Bernardino County Adult Protective Services Conference Flyer will be shared with the group.	Ben Jauregui/ Taylor Mabry	1/31/17		Completed	Monday, May 15 the San Bernardino County Adult Protective Services Multidisciplinary Team is hosting its 30 th annual conference. Ben will share flyer with Taylor Mabry for group distribution.	
59. Tessie will provide State Fair Hearing information to Taylor for Danica to put on IE CCI website.	Tessie Cross/ Taylor Mabry/ Danica Lusser	7/26/16		Completed	Tessie Cross will provide State Fair Hearing information to Taylor Mabry for Danica Lusser to publish on the IE CCI Stakeholder Website	
77. Taylor will send flyer for 4 th Annual Riverside County Elder & Dependent Adult Abuse Symposium.	Taylor Mabry	3/28/17		Completed		
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Completed	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.	5/30/17
71. Roger will put together framework for the Data Exchange Subgroup.	Roger Uminski	3/28/17		Completed	Potentially work with IEHIE to put together framework and design for the Data Exchange Subgroup.	5/30/17
72. Roger and Jennifer will discuss adding stipends for care providers to the charter.	Roger Uminski/ Jennifer Rasmussen	3/28/17		Completed	Felice Connolly asked if care providers can also have the transportation benefit for attending meetings. Jennifer Rasmussen and Roger Uminski will review and bring any updates to the next meeting.	5/30/17
73. Beneficiary toolkits will be provided to Dr. Scott Allen	Monika Vega/ Taylor Mabry	3/28/17		Completed	Beneficiary toolkits from CalDuals will be sent to Dr. Allen.	5/30/17
74. Harbage CCI Outreach team flyer will be added to IE CCI Website	Taylor Mabry/ Danica Lusser	3/28/17		Completed		5/30/17

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
75. Pauline will inquire within Riverside County to find a representative to explain the processes for disenrollment and re-enrollment	Pauline Beschorner	3/28/17		Completed	Pauline will inquire within Riv. Co. to either invite a rep to the next meeting or bring back information on Riverside County's processes for disenrollment and re-enrollment of Medi-Cal Members. 5/25/17 Matt Daniels attended meeting and will be invited to future meetings.	5/30/17
76. Tessie Cross Requested Health Plans refer consumers to ILCS when disenrollment issues are presented	Health Plans	3/28/17		Completed	See Ombudsman Updates in minutes for details.	5/30/17
61. Plans will coordinate to identify and invite Providers to CCI Stakeholder Meeting	Plans	7/26/16		Completed	In order to better assist both the Committee and Providers, it was suggested that additional providers be invited to participate on the Committee.	5/30/17
80. Wasima Alvi will connect a department at IRC to Roger to see if it is appropriate they join the Data Exchange subgroup.	Wasima Alvi	5/30/17		Completed	Wasima will connect Roger and a department within IRC to provide further details on the Data Exchange subgroup to see if there is a fit for them to join.	
77. Karen Widerynski will send examples of incorrect CMC enrollment to Health Plans to better understand the issue.	Karen Widerynski	5/30/17		Completed	Clients have been incorrectly enrolled in CMC when they should have been enrolled in FFS. See minute log action item #75 for further details. 7/25/17 Roger Uminski will resend information.	
78. Monika Vega will send Lisa Shiner fact sheets from Harbage.	Monika Vega	5/30/17		Completed	Monika will send two flyers from Harbage to Lisa – one is designed for case managers and social workers and has most popular FAQ on CMC and CCI. The second is an FAQ sheet on the new budget.	

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
21. Send out a copy of the draft Managed Care 101 presentation to the Stakeholders.	Communication Wkgp	3/25/14	4/4/14	Completed	Feedback was incorporated into presentation. Will be sent to Taylor for group distribution once finalized. 7/25/17 Presentation will be sent to Julie Rosales for upload to IE CCI website.	
82. Molina's video "The Vicki Story" link will be sent to group.	Taylor Mabry	7/25/17	9/12/17	Completed	Link to a Molina produced video "The Vicki Story" that shows member satisfaction with the CCI program will be distributed to the group.	
83. ALZGLA will be added to the September agenda for a brief presentation.	Jessica Hodgeson	7/25/17	9/26/17	Completed		
84. Links for multiple website will be added to the IE CCI website.	Jose Solorzano	7/25/17		Combined with #13	Links to the following websites will be added as resources to the IE CCI website: Benefits101.org Disability Rights California	
90. IE CCI website will be added to the minutes.	Taylor Mabry	9/26/17	9/28/17	Completed	Website has been added to the minutes.	
79. Health Plans will research funding a position in the County (specifically Riverside) dedicated to outreach and gaining new CMC membership.	Health Plans	5/30/17		Item Stricken	Lisa Shiner suggested a position funded by Health Plans dedicated to outreach and gaining new enrollment into CMC. 11/28/17 Item stricken as this is being worked on outside of CCI.	
87. Health Plans will provide a list of Transportation vendors they are using related to new Transportation APL.	IEHP/Molina	9/26/17		Completed		11/28/17
89. Luis Coronel will review CMC Resource and Health Fair Flyer and provide feedback.	Luis Coronel	9/26/17		Completed	Luis Coronel and his team will review flyers from Harbage and provide feedback on language and content.	11/28/17

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
92. Jennifer Rasmussen will identify new Molina contacts for the Communications Workgroup.	Jennifer Rasmussen	9/26/17		Completed		11/28/17
94. Loretta Sotile will follow up with SB MSSP to see if they are able to participate in the CMC Resource and Health Fair in November.	Loretta Sotile	9/26/17		Completed	Loretta Sotile mentioned she is waiting for permission to share the San Bernardino County logo. She added that Nichole Roach will be attending. She will also follow up with San Bernardino MSSP to see if they are able to participate in the CMC Resource and Health	11/28/17
86. Health Plans will present on the Transportation APL at the next meeting.	IEHP/Molina	9/26/17		Completed	New Transportation APL information and how Health Plans are rolling out new services will be presented by IEHP and Molina.	11/28/17
91. Monika Vega will share most recent Harbage flyers once they are finalized. Taylor will distribute to the group.	Monika Vega/ Taylor Mabry	9/26/17		Completed	Betsy Roberts will upload flyers to IE CCI website.	1/30/18
93. Kristine Loomis will coordinate having ALZGLA on a future CICA call.	Kristine Loomis	9/26/17		Item Removed	Kristine Loomis asked if ALZGLA are working with IHSS for protective supervision. Jessica Hodgeson said they do not have a collaboration in place but moving forward it would be beneficial. She asked if anyone has a lead for collaboration with IHSS. <ul style="list-style-type: none"> Monika Vega suggested the CICA call. Kristine will reach out to extend the invitation. 1/30/18 – This action item is being removed as it is being worked on outside of the CCI Stakeholder Committee.	1/30/18
95. Roger Uminski will confirm IEHP's reimbursement process and report back to Monika Vega	Roger Uminski	11/28/17		Completed	Contact IEHP Member Services for reimbursement process when it is needed as the process will be changing soon.	1/30/18

Action Log – Resolved						
ACTION ITEM	RESPONSIBLE STAKEHOLDER	OPEN DATE	DUE DATE	STATUS	NOTES	COMPLETION DATE
97. Betsy Roberts asked ICLS to present to the CCI Committee on services they provide.	Carol Anne Carlucci	11/28/17		Completed	Grant Jahner provided services offered by ICLS on 3/27/18	
99. Pauline Beschorner asked for the social worker flyer to be sent in Word format.	Monika Vega	1/30/18		Completed		
84. Add Benefits101.org to the stakeholder website resources section.	Betsy Roberts	3/27/18		Completed		
105. Flyer for Riverside County Elder Abuse Conference will be sent to the group.	Ben Jauregui/ Taylor Mabry	3/27/18		Completed	5/29/18 Ben sent the flyer to Mayra today. Betsey reports that the Conference is already sold-out and has a wait list.	5/29/18