

State of California



TOBY DOUGLAS
Director



EDMUND G. BROWN JR.



WILL LIGHTBOURNE
DIRECTOR

March 6, 2012

Dear Stakeholder:

To complement the existing stakeholder process that has been active since the summer of 2011 regarding the Dual Eligibles Demonstration, the Department of Health Care Services (DHCS) and the Department of Social Services (DSS) would like to announce the start of a series of workgroups to support development and implementation of the Demonstration.

The workgroups' goal is to develop policy recommendations in a team setting, understanding that final decisions will be made by the Secretary of Health and Human Services. Each workgroup will be co-chaired by a public stakeholder (for example, an advocate, beneficiary, or plan representative) and a State staff member. To help achieve this change, our Departments are working closely with the Department of Managed Care, Department of Aging, Department of Mental Health, and others. We are committed to creating an atmosphere of trust and cooperation across the entire process. The approach may be novel, but, done in collaboration, we can recommend policy that is as comprehensive as possible.

Harbage Consulting will provide technical and logistical assistance, as well as facilitation. We have directed timely posting of agendas and minutes so that each meeting is as effective as possible and so that stakeholders can monitor the outcome of each meeting. We are pleased to introduce Ingrid Aguirre Happoldt with Harbage Consulting who will lead this effort.

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The focus of the workgroups will be the Duals Demonstration, and more specifically the needed policies and processes for a 2013 launch. There will be seven different workgroups:

- Beneficiary Notification, Appeals, and Protections.
- Provider Outreach and Engagement.
- Integrated Care System.
- Long-Term Services and Supports (LTSS) Integration, Network Adequacy.
- Mental Health and Substance Use Services Integration.
- Fiscal and Rate Setting.
- Data and Quality Management.

Please see the attached overview for more detailed descriptions on the workgroups and process. We intend to release more details in the next two weeks, including details about first meetings as well as a schedule for each group.

Each workgroup is open to any stakeholder and community member. We look forward to working with all workgroup members on a constructive policy development process. Keep in mind the workgroups are preparing recommendations only — once those recommendations are prepared, all stakeholders will have a chance to comment on those documents.

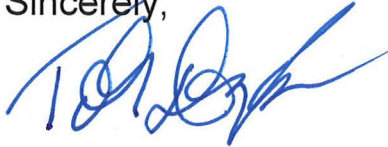
To understand the level of interest in participating in these workgroups, please respond to the form available through this link: <http://bit.ly/caldualsworkgroups>. Please indicate the workgroup(s) you are most interested in and answer a few questions. This will not be binding.

Please respond no later than Wednesday, March 14, 2012.

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Many thanks in advance for your time and support of this important process. Until the workgroups are formed with specific team leaders, please contact Amy Turnipseed at amy@harbageconsulting.com.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Toby Douglas', with a stylized, flowing script.

TOBY DOUGLAS
Director
Department of Health Care Services

A handwritten signature in blue ink, appearing to read 'Will Lightbourne', with a stylized, flowing script.

WILL LIGHTBOURNE
Director
Department of Social Services

Enclosure