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Department of Health Care Services (DHCS)
Medi-Cal Managed Care
Advisory Group Meeting Minutes
June 11, 2015

1. **Medi-Cal Managed Care Introductions**

Nathan Nau called the meeting of the Advisory Group (AG) to order at 10:05 am and welcomed all in attendance and those participating via the bridgeline.

2. **New DHCS Executive Staff Announcement**

Laurie Weaver, Assistant Deputy Director, Eligibility & Benefits
Sarah Brooks, Deputy Director of Health Care Delivery Systems
Claudia Crist will be moving to the Department of Public Health (DPH) as Chief Deputy Director

3. **Care Coordination**

Sarah Brooks announced that Care Coordination meetings will be held every six weeks. The meetings will include the Medical Directors and others may be invited as necessary. The goal of the meetings is to strengthen the Managed Care structure in California, set expectations with the plans and to provide a venue for a learning opportunity.

4. **Behavioral Health Treatment (BHT)**

Bambi Cisneros provided an update that Managed Care Quality & Monitoring Division (MCQMD) has been preparing the department, the plans, and the beneficiaries for the upcoming transition. The draft BHT transitional plan was sent out for comments on May 22nd. The transition consists of seven phases depending on the county size and the birth month of the beneficiaries. A Memorandum of Understandings (MOU) will allow the plans and regional centers to share beneficiary information as required for the transition.

DHCS has coordinated many outreach efforts in preparation for the transition, including:

- Weekly conference calls with plan partners
- Conference calls with the Regional Centers
- Webinars
- BHT Stakeholder Meetings
- On July 18th DHCS is holding a call with the Medical Directors

DHCS has implemented a monitoring plan that encompasses:

- A designated mailbox (abainfo@dhcs.gov) has been established for inquires, questions, and complaints.
- A strike team has been established to resolve complaints and issues.

5. **Continuity of Care (COC)**

Brian Hansen announced that there have been modifications to the Continuity of Care **APL (14-021)** in the areas of pregnancy, post-partum and behavioral health. The updated APL is scheduled to be released in the next few weeks.

- **BHT COC**

- Pre-existing provider relationship – at least four visits within prior six months Current services are be expected to continue
- New assessments should occur every six months
- The reimbursement rate will meet the minimum Medi-Cal FFS rate

- **Pregnancy/Post-Partum**

- MER language remains the same but creates a section for a Mandatory Aid Code from FFS to the Managed Care Plan (not adding or taking away anything)

6. **Managed Care Operations Division (MCO) Update**

a. **Provider Directory**

Michelle Retke provided an update of the provider directory review process is being updated. The plans currently submit their Provider Directory biannually. To verify provider information, we have a team making outbound calls to providers.

b. **New Ombudsman Phone System**

Adam Grant announced that DHCS is targeting September release of the new Ombudsman phone system. The new system offers the following features:

- Internet based – Cloud Storage
- Capacity of 500 calls in the queue
- Calls will not lose their place in the queues
- Automatic call back
- Call recordings
- Built in redundancy
- Records real time and historical data
- Functionality – Supervisors can redirect calls based upon knowledge or language needs
- It will measure the actual demand for services such as, abandonment calls and wait times

c. **CCI Update**

Rudy Acosta announced that the Cal Medi-Connect (CMC) dashboard will be released soon. There are currently about 122,000 people in the CMC program. Passive enrollment begins July 1st and August 1st. A revision of the CMC guidebook is in process.

7. Monitoring Deep Dive

a. Secret Shopping

Jennifer Janos described this ad hoc process as an additional quality check measure related to customer service and other systemic issues. To gauge how well information is understood, staff will pose as beneficiaries and read scripted questions during focused calls. DHCS will relay the strengths, gaps, and member experience(s). There is a process in place for plans to follow-up if deficiencies are identified.

b. Network Adequacy

Nathan Nau stated that DHCS is developing a more robust network adequacy monitoring plan based upon input from the Department, DMHC and the plans. The Department was waiting for the federal guidelines, most of which have been already built in.

8. Federal Update

Sarah Brooks shared that the 1115 Waiver Renewal Proposal was sent to Center for Medicare & Medicaid Services (CMS) on March 31st. The Department has received initial comments from CMS which refer to MLR, rate setting, network adequacy requirements, quality, etc. Comments are due to CMS by July 27th. Therefore, plan comments from stakeholders and advisory groups will be due to DHCS by the end of June. This may be sent to mcqmd@dhcs.ca.gov.

9. Dental General Anesthesia

Laurie Weaver gave an update stating that the draft policy language was sent out for comments. The next stakeholder call is June 18th which is scheduled by the Dental Division.

10. Proposed Wheelchair Guidelines

Laurie Weaver shared that our current wheelchair and durable medical equipment guidelines differ from Medicare. DHCS is awaiting comments from our Managed Care plan partners to finalize the APL and provider manual. To ensure implementation, the DHCS is developing a wheelchair monitoring plan, involving state fair hearings and the Department of Managed Health Care (DMHC) partners, both clinical and legal. We currently receive Independent Medical Review (IMR) data from DMHC and we will look at wheelchair information specifically.

11. Open Discussion

There were several requests for draft APL's made by the advisory group for comments and feedback. There was a request for representation from the Office of Patients' Rights. The Chief Information Officer will be asked by DHCS to attend future meetings.

12. Next Meeting

Our next meeting is scheduled for September 9th.