



## Medi-Cal Managed Care Advisory Group (MCAG) Written Responses to Stakeholder Questions from the June 2, 2021 Meeting

Please email us if you have any questions or concerns: [advisorygroup@dhcs.ca.gov](mailto:advisorygroup@dhcs.ca.gov).

Topic	Inquiry	Response
Vaccinations	What are plans doing with vaccine data? What is a beneficiary's right to be seen in person if a plan wants to provide a visit by telephone or video? How will that change if SB 32 telehealth legislation passes?	<p>Plans will be using the data for care coordination purposes, help identify members who are high risk and with disabilities. To help to coordinate transportation as well as assist with in home vaccinations.</p> <p>DHCS always wants to preserve the members' rights to see an in-person provider.</p>
Quality	With school closures, what are some steps in addressing lack of exercise during the virtual learning and increase in obesity?	<p>In addition to these important physical impacts, school closures also impact the social and mental wellbeing's of children. DHCS is currently developing its Comprehensive Quality Strategy and addressing pediatric prevent care will be a key component of that strategy. We will be working with our managed care plans, provider network, and other key stakeholders to see how we can re-engage children and their parents in necessary healthcare to address the numerous health issues that have accumulated during the pandemic—including obesity but also missed</p>

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		<p>vaccinations, well child checks, worsening mental health issues and worsening oral health. Finding opportunities to also partner with other key partners, such as schools and public health departments will be a part of that process.</p>
Member Outreach	<p>Does DHCS have any plans to outreach for the LGBTQ+ community? Currently the population is having trouble being measured and having their needs met.</p>	<p>Currently, DHCS does not have a consistent process to allow beneficiaries the option of identifying their sexual orientation and gender identity, which limits our ability to perform targeted beneficiary-level outreach and also measure and identify healthcare disparities in the LGBTQ+ population. As DHCS develops and implements its Health Equity strategy, identifying means of data collection to help track outcomes in this population will be a key priority. In addition, DHCS will also be engaging key stakeholders from the LGBTQ+ community to help inform data, outreach and health equity efforts.</p>
Asian Disparities Focused Study	<p>It looks like Pacific Islanders were not separated out from Asians and was included with "other Asians"? This is probably problematic, esp. since the Pacific Islander community has been so disproportionately impacted by COVID and also suffers from high rates of health disparities?</p> <p>What were the "indicators"?</p>	<p>Correct—Pacific Islanders are grouped with Other Asians. I recognize this can be problematic, however, this is the data that was available to us when the study was conducted. We acknowledge the issue with this grouping and will keep it in consideration.</p> <p>The indicators used are listed within the attached PDF.</p>
Rx	Any RX Transition updates	DHCS has no updates on the Medi-Cal Rx transition.
Major Organ Transplant	Will you be sure that health plans have contracts with the transplant sites prior to	Yes, MCPs will need to have contracts in place. Network Certification guidance documents

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	1-1-22 and don't depend on periodic Letters of Agreement?	will be released to the MCPs that will give guidance to the MCPs on the contracts that will need to have in place to be compliant. DHCS has provided data to the MCPs on the transplant facilities available to contract with.
Facility Site Reviews (FSR) / Medical Record Reviews (MRR)	When will state audits resume? Not until 2022?	DHCS began requiring facility site reviews and medical record reviews when the PHE was lifted by the Governor at the beginning of July. The automated tool will be in use starting 1/1/2022.
Time and Distance	CMS change for 2021, instead of time and distance it now time or distance. The threshold seems to be lowered, can you please clarify?	The Center for Medicare and Medicaid Services (CMS) was open to the state setting its own time or distance standards. In State Law Welfare Institution Code 14197, DHCS set time or distance standards. DHCS certified time or distance in 2018 and 2019. However, in 2020 CMS requested DHCS certify time and distance standards rather than time or distance standards. In 2021 CMS deferred back to the original guidance and DHCS will certify MCPs compliance with time or distance standards.
Transgender Services	At the Health Consumer Alliance, we have seen many denials of gender affirming care for transgender beneficiaries, especially in COHS plans. How is DHCS monitoring access for this population?	DHCS is aware there is a shortage of Transgender providers, surgeries are tough to find providers for, there is a backlog. DHCS would like to hear more about any barriers to entry for any marginalized populations.