

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 8, 2024

10:00 – 11:30 a.m.



Location: In San Benito County:

Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Catheys Valley Room
5362 Lemee Lane, Mariposa, CA 95338

In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

1. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Advisory Group or to address an item that is listed on the agenda may do so in one of the following ways.
 - a. Email comments by 5:00 p.m. on Wednesday, February 7, 2024 to MSAG@ccah-alliance.org.
 - i. Indicate in the subject line "Public Comment". Include your name, organization, agenda item number, and title of the item in the body of the e-mail along with your comments.
 - ii. Comments will be read during the meeting and are limited to three minutes.
 - b. In person during the meeting when that item is announced.
 - i. State your name and organization prior to providing comment.
 - ii. Comments are limited to three minutes.

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 8, 2024

10:00 – 11:30 a.m.



- 1. Call to Order by Chairperson Belezut.** **10:00 a.m.**
 - A. Roll call
 - B. Establish quorum
 - C. Supplements and deletions to the agenda
 - D. Review Member Services Advisory Group purpose statement
 - i. The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.
- 2. Oral Communications.** **10:05 a.m.**
 - A. Members of the public may address the Advisory Group on items not listed on today's agenda that are within the jurisdiction of the Advisory Group. Presentations must not exceed three minutes in length, and any individuals may speak only once during Oral Communications.
 - B. If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to three minutes per item.
- 3. Comments and Announcements by Advisory Group members.**
 - A. Advisory Group members may provide comments and announcements.
- 4. Comments and Announcements by Plan Staff.**
 - A. Plan staff may provide comments and announcements.

Consent Agenda Items:

10:10 a.m.

- 5. Approve Member Services Advisory Group minutes of August 12, 2021.**
- 6. Approve Member Services Advisory Group minutes of November 4, 2021.**
- 7. Approve Member Services Advisory Group minutes of May 11, 2022.**
- 8. Approve Member Services Advisory Group minutes of August 11, 2022.**
- 9. Approve Member Services Advisory Group minutes of November 10, 2022.**
- 10. Approve Member Services Advisory Group minutes of February 9, 2023.**
- 11. Approve Member Services Advisory Group minutes of May 10, 2023.**
- 12. Approve Member Services Advisory Group minutes of August 10, 2023.**

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 8, 2024

10:00 – 11:30 a.m.



13. Approve Member Services Advisory Group minutes of November 9, 2023.

14. Accept Plan Staff Reports:

- A. Current Enrollment
- B. Member Appeals and Grievance Report
- C. Community Engagement Report

Regular Agenda Items:

10:15 a.m.

15. Annual Election of Officers of the Advisory Group

10:15 – 10:20 a.m.

Action: Nominate and elect Chairperson and Vice Chairperson.

16. Behavioral Health Benefits

10:20 – 11:20 a.m.

Inform and Feedback: Rebecca McMullen, LPCC, Behavioral Health Program Manager, will provide an overview of behavioral health benefits and solicit feedback.

17. Adjourn

The next meeting of the Member Services Advisory Group, after this February 8, 2024 meeting:

- Member Services Advisory Group
Thursday, May 9, 2024 10 – 11:30 a.m.
Locations for the meeting (linked via videoconference from each location):

In San Benito County:

Community Services & Workforce Development – Conference Room
1161 San Felipe Road, Building B, Hollister, CA. 95023

In Santa Cruz County:

Central California Alliance for Health – Board Room
1600 Green Hills Road, Suite 101, Scotts Valley, CA, 95066

In Mariposa County:

Mariposa County Health and Human Services – Catheys Valley Room
5362 Lemee Lane, Mariposa, CA 95338

MEMBER SERVICES ADVISORY GROUP

Meeting Agenda

Thursday, February 8, 2024

10:00 – 11:30 a.m.



In Merced County:

Central California Alliance for Health – Board Room
530 West 16th Street, Suite B, Merced, CA 95340

In Monterey County:

Central California Alliance for Health – Board Room
950 East Blanco Road, Suite 101, Salinas, CA 93901

Members of the public interested in attending should call the Alliance at 800-700-3874 to verify meeting dates and locations prior to the meetings.

The complete agenda packet is available for review at Alliance offices, and on the Alliance website at <https://thealliance.health/about-the-alliance/public-meetings/>. The Advisory Group complies with the Americans with Disabilities Act (ADA). Individuals who need special assistance or a disability-related accommodation to participate in this meeting should contact the Alliance at least 72 hours prior to the meeting at MSAG@ccah-alliance.org or 800-700-3874. As a courtesy to persons affected, please attend the meeting smoke and scent free.

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 12, 2021

Teleconference Meeting

(Pursuant to Governor Newsom's Executive Order N-29-20)

Members Present:

Alene Smith	Consumer
Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Michael Molesky	Commissioner

Members Absent:

Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Celeste Armijo	Monterey Department Social Services
Debby Perez	Consumer
Doris Drost	Consumer
Elsa Quezada	Commissioner
Enid Donato	Natividad Medical Center
Ericka Peterson	Merced County Head Start
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Myisha Reed	First 5 Merced County
Rebekah Capron	Merced HSA
Rex Resa	Consumer
Shebreh Kalantari-Johnson	Commissioner
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Staff Present:

Jennifer Mockus
Kayla Zoliniak
Lee Xiong
Maureen Wolff
Ronita Margain
Sky Collins
Yomayra Gomez

Community Care Coordination Director
Administrative Specialist
Grievance Supervisor
Communications Content Specialist
Regional Operations Director
Web and Digital Media Developer
Member Services Project Specialist

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:04 a.m.

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

M. O'Shea inquired about the CommonSpirit contract renewal. R. Margain stated an agreement was reached and Provider Services will follow-up for additional questions.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members and Plan Staff to make comments.

M. Molesky proposed mandates for dual eligible members and the SWOT survey presented at the Board meeting as topics for the next Member Services Advisory Group meeting.

R. Margain announced Luis Somoza is the new Alliance Member Services Director.

Consent Agenda Items:**4. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: All consent items approved.

Regular Agenda Items:**5. New Website User Feedback**

Sky Collins, Web and Digital Media Developer, shared the Alliance's new website address,

design, and features.

Advisory Group members expressed the new website address and design are more user friendly than before.

6. Enhanced Care Management and In Lieu of Services Overview

Jennifer Mockus, Community Care Coordination Director, provided an overview of Enhanced Care Management.

- Collaboration with local providers and organizations will begin soon and will expand to include more community-based organizations and hospitals by the end of the year.
- The state provided strict eligibility criteria and the Alliance will identify the members.

Jennifer Mockus provided an overview of In Lieu of Services.

- The initial ILOS services to be implemented will be based on services currently being provided through the Whole Person Care pilot: housing transition and navigation services, housing deposits, and housing tenancy and sustaining services. Sobering centers will be available in Monterey County.
- Medically tailored meals will continue to be available for members.
- The Alliance Board approved a recuperative care pilot which will be available to members, although not as an in lieu of services program.

An Advisory Group member inquired about dental coverage for Medi-Cal/Medi-Care members. J. Mockus stated the State of California recognizes this as an issue and is evaluating potential changes.

Adjourn:

Chair Beleutz adjourned the meeting of August 12, 2021 at 10:56 a.m. to November 4, 2021 at 10 a.m. via teleconference unless otherwise noticed.

Respectfully submitted,
Kayla Zoloniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 4, 2021

Teleconference Meeting (Pursuant to Governor Newsom's Executive Order N-29-20)

Members Present:

Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Rebekah Capron	Merced HSA
Celeste Armijo	Monterey Department Social Services
Enid Donato	Natividad Medical Center
Tamara McKee	HICAP – Alliance on Aging

Members Absent:

Alene Smith	Consumer
Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Elsa Quezada	Commissioner
Ericka Peterson	Merced County Head Start
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Michael Molesky	Commissioner
Myisha Reed	First 5 Merced County
Rex Resa	Consumer
Sylvia Wilson	Monterey County – CalHeers
Vivian Pittman	Consumer

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Staff Present:

Deborah Pineda
Kayla Zoliniak
Jessie Newton
Luis Somoza
Maureen Wolff
Oscar Sanchez
Ronita Margain
Yomayra Gomez

Quality and Health Programs Manager
Administrative Specialist
Care Coordination Manager
Member Services Director
Communications Content Specialist
Quality Improvement Project Specialist
Regional Operations Director
Member Services Project Specialist

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:05 a.m.

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

Chari Beleutz announced Health Projects Center is relaunching California Community Transitions Program to assist individuals in Santa Cruz, Monterey, and San Benito counties transition from skilled nursing facilities to home.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members and Plan Staff to make comments.

R. Margain announced Van Wong will be the new Alliance Chief Operating Officer.

Consent Agenda Items:**4. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Advisory Group member inquired about a further breakdown of the "Other" category in the Member Appeals and Grievance Report. L. Somoza will look into a further breakdown of the category.

Advisory Group member inquired about Member Appeals and Grievance Report and Call Statistics Report trends and corrective actions taken by the Alliance. L. Somoza will look into this information.

Regular Agenda Items:**5. VIP COVID-19 Vaccine Member Incentive**

O. Sanchez, Quality Improvement Project Specialist, shared information about the Alliance's COVID-19 vaccine member incentive.

Advisory Group members recommended publishing list of participating providers, mailers to members, and partnering with community-based organizations to disseminate flyers.

6. Office Reopening

R. Margain, Regional Operations Director, shared the Alliance offices are scheduled to reopen February 1, 2022. The next Member Services Advisory Group meeting is scheduled to be held in person. Details will be announced when available.

7. Member Engagement Efforts Discussion

L. Somoza, Member Services Director and R. Margain, Regional Operations Director, shared the Alliance is returning to in-person member engagement and inquired what member engagement meant to Advisory Group members.

Advisory Group members recommended the Alliance continue attending in-person outreach events and to meet members where they are such as schools, faith-based organizations, and sport events

8. Proposed Dates for 2022

The proposed dates for 2022 will be submitted to the Santa Cruz-Monterey-Merced Managed Medical Care Commission for approval.

- Thursday, February 10, 2022
- Thursday, May 12, 2022
- Thursday, August 11, 2022
- Thursday, November 10, 2022

Adjourn:

Chair Beleutz adjourned the meeting of November 4, 2021 at 10:47 a.m. to February 10, 2022 at 10 a.m. via videoconference from Alliance Offices in Scotts Valley, Salinas, and Merced unless otherwise noticed.

Respectfully submitted,
Kayla Zoloniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, May 12, 2022

Members Present:

John Beleutz

Health Projects Center

Members Absent:

Alene Smith

Consumer

Alexandra Heidelberg

Consumer

Ashley Lynne Gregory

Consumer

Candi Walker

Consumer

Debby Perez

Consumer

Doris Drost

Consumer

Ericka Peterson

Merced County Head Start

Humberto Carrillo

Consumer

Leo Demushkane

Consumer

Linda Jenkins

Consumer

Lupe Chavez

Consumer

Margaret O'Shea

Consumer

Martha Rubbo

Consumer

Michael Molesky

Commissioner

Rebekah Capron

Merced HSA

Sylvia Wilson

Monterey County – CalHeers

Tamara McKee

HICAP – Alliance on Aging

Vivian Pittman

Consumer

Staff Present:

Gisela Taboada

Member Services Call Center Manager

Hilary Gillette-Walch, RN

Quality and Population Health Manage

Jessie Newton, RN

Continuum of Health Manager - Adult (RN)

Kayla Zoliniak

Administrative Specialist

Luis Somoza

Member Services Director

Maureen Wolff

Communications Content Specialist

Sarah Sanders

Grievance and Quality Manager

Veronica Martinez

Member Services Operations Supervisor

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10 a.m.

No changes to the agenda were made.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members to make comments.

4. Comments and Announcements by Plan Staff.

Chair Beleutz opened the floor for Plan Staff to make comments.

H. Gillette-Walch announced the Alliance is preparing the 2022 Population Health Needs Assessment. Preliminary findings will be presented at the August 2022 MSAG meeting. The 2020 and 2021 reports are available on the Alliance website under community resources. The Alliance will be working with a wide range of stakeholders to develop the next report which will be published in 2025.

Consent Agenda Items:**5. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**6. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

7. Member Support Updates

Gisela Taboada, Member Services Call Center Manager, provided an overview of and solicited feedback on the types of support provided by Member Services.

Call center staff are sharing benefit information with members who call, regardless of the original purpose of calling the Alliance.

Members receive the call center phone number in their new member packet, on their Alliance ID card, and through materials provided at outreach events.

The Alliance is developing a post-call satisfaction survey. There will be a numerical response

question and a voice memo option. Advisory Group chairperson enquired about how the information will be analyzed and shared. Reports will be developed based on the numerical response question.

Commissioner Edgcomb enquired about the ability to send text messages to members. The Alliance has considered text messaging, however there are limitations including federal laws and detail of information received from the state.

8. Member Grievance Overview

Sarah Sanders, Grievance and Quality Manager, provided an overview of the member grievance system, trends, and issues.

An estimated 20% of appeals and 80% of grievances are overturned in favor of members.

Commissioner Edgcomb enquired about the actions the Alliance takes to address the high number of grievances overturned in favor of members. Many of the grievances are not substantiated. The Alliance provides education to members as needed, for example, a member may be dissatisfied with Call the Car arriving 15 minutes before the appointment time and the Alliance would educate the member that Call the Car may arrive up to 15 minutes early.

The Alliance provides an estimated 12,000 rides per month and fewer than 1% result in a grievance.

9. Redetermination Tactics

Luis Somoza, Member Services Director, provided an overview of and solicited feedback on redetermination tactics. The Alliance is exploring potential agreements with the county to implement a text messaging campaign that would be allowed under federal law to inform members of the redetermination process.

Adjourn:

Chair Beleutz adjourned the meeting of May 12, 2022 at 10:55 a.m. to August 11, 2022 at 10 a.m. via videoconference from all three Alliance offices.

Respectfully submitted,
Kayla Zoloniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 11, 2022

Members Present:

Alene Smith	Consumer
Candi Walker	Consumer
Ericka Peterson	Merced County Head Start
Humberto Carrillo	Consumer
John Beleutz	Health Projects Center
Julie Edgcomb	Commissioner
Michael Molesky	Commissioner
Rebekah Capron	Merced HSA
Yaneth Venegas Virgen	Monterey County Department of Social Services

Members Absent:

Alexandra Heidelbach	Consumer
Ashley Lynne Gregory	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Margaret O'Shea	Consumer
Martha Rubbo	Consumer
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Hilary Gillette-Walch, RN	Quality and Population Health Manage
Jennifer Mockus, RN	Community Care Coordination Director
Jessica Finney	Grant Program Manager
Jessie Newton, RN	Continuum of Health Manager - Adult
Kathleen McCarthy	Strategic Development Director
Kayla Zoliniak	Administrative Specialist
Luis Somoza	Member Services Director

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Mao Moua
Maureen Wolff
Ronita Margain
Yomayra Gomez

Quality and Health Programs Supervisor
Communications Content Specialist
Community Engagement Director
Member Services Project Specialist

Public Representatives Present:

Enid Donato

Public Representative

1. Call to Order by Chairperson Beleutz.

Chair Beleutz called the meeting to order at 10:10 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

Self-introductions were made.

2. Oral Communications.

Chair Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

Commissioner Edgcomb reported hearing about challenges accessing specialty and primary care in Santa Cruz County.

3. Comments and Announcements by Member Services Advisory Group Members.

Chair Beleutz opened the floor for Advisory Group members to make comments.

Commissioner Molesky announced PEP will be holding an event on August 23rd from 3 - 5 p.m. at 21340 East Cliff Drive, Santa Cruz, CA to provide power and manual wheelchair tune-ups and minor repairs, skin assessments, and a scale for people in a wheelchair to weigh themselves. Please call 831-457-7099 for more information.

4. Comments and Announcements by Plan Staff.

Chair Beleutz opened the floor for Plan Staff to make comments.

Consent Agenda Items:**5. Chair Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no action was taken.

Regular Agenda Items:**6. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no action was taken.

7. Medi-Cal Capacity Grant Program**8. Jessica Finney, Grant Program Manager, provided an overview of the Medi-Cal Capacity Grant Program's new funding goals and priorities. The new focus areas are access to care, healthy beginnings, and healthy communities.**

MSAG member shared they heard of a shortage of psychiatrists and therapists in California and enquired if the program will assist. The Medi-Cal Capacity Grant Program will address

provider network, provider capacity, and access to care.

MSAG member enquired if the funding will be sustained, and if so, how long funding would be sustained for grants. The Medi-Cal Capacity Grant Program is looking to be sustained through Board allocation with one-time grants with consideration for long-term programs.

9. Population Needs Assessment Findings

Hilary Gillette-Walch, Quality and Population Health Manager, and Mao Moua, Quality and Health Programs Supervisor, provided an overview of the 2022 Population Needs Assessment (PNA) Findings.

The survey will be conducted every three years with the next survey being in 2025.

The Alliance population has shifted to be a higher percentage of adults than children.

The data is from 2020 and shows the increase of COVID-19 and the decrease in preventative care.

Departments across the Alliance are making efforts to improve the child and adolescent (3-21 years) well-care visit rates.

New Alliance members receive a call to share information about benefits and services. The new member call answer rate is 30%. Members also receive information in the mail and when they call member services.

MSAG member enquired about the trend data for births to adolescent mothers, 15-19 year old and expressed interest in learning more about the education around family planning, the services to prevent or delay pregnancy. The Alliance can connect with providers to ensure the providers have the tools to engage in family planning conversations with patients.

MSAG member enquired about access to abortion in California. At this time, there are no changes to Medi-Cal benefits.

Adjourn:

Chair Beleutz adjourned the meeting of August 11, 2022 at 11:23 a.m. to Thursday, November 10, 2022 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 10, 2022

Members Present:

John Beleutz	Health Projects Center
Margaret O'Shea	Consumer
Melissa Raya	Natividad Medical Center
Michael Molesky	Commissioner
Rebekah Capron	Merced HSA
Rob Smith	Commissioner
Yaneth Venegas Virgen	Monterey County Department of Social Services

Members Absent:

Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Candi Walker	Consumer
Debby Perez	Consumer
Doris Drost	Consumer
Ericka Peterson	Merced County Head Start
Humberto Carrillo	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Martha Rubbo	Consumer
Sylvia Wilson	Monterey County – CalHeers
Tamara McKee	HICAP – Alliance on Aging
Vivian Pittman	Consumer

Staff Present:

Gisela Taboada	Member Services Call Center Manager
Jennifer Mockus, RN	Community Care Coordination Director
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoloniak	Administrative Specialist
Lilia Chagolla	Community Engagement Director
Luis Somoza	Member Services Director
Stacie Simmons	Community Engagement Program Manager

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:05 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

Lilia Chagolla, Community Engagement Director, announced the Alliance is offering a no-cost clinic for people ages 2 and older to get vaccines for COVID-19 and the flu at the Salinas office on December 1, 2022.

Jennifer Mockus, Community Care Coordination Director, announced Enhanced Care Management (ECM) and Community Supports (CS) services will be expanding in January 2023. ECM eligibility will be expanded to members at risk for institutionalization and eligible for long term care and nursing facility residents transitioning to the community. CS services will be expanded to include Environmental Accessibility Adaptations (Home Modifications). The Alliance is building a provider network of community-based organizations with experience serving the populations of focus for ECM. Commissioner Molesky provided Family Resource Center in Santa Cruz as a potential partner for home modification.

Gisela Taboada, Member Services Call Center Manager, shared that the Alliance offices in Merced, Monterey and Santa Cruz counties are open to help members who want to speak to an Alliance representative in person. No appointment is necessary.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no action was taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no action taken.

6. Member Support and Engagement Committee

Lilia Chagolla, Community Engagement Director, provided an overview of the Alliance's Member Support and Engagement Committee (MSEC).

MSEC aims to transform member engagement to increase member satisfaction, increase level of health literacy, improve access to care, and improve health outcomes.

The Alliance is committed to incorporating member voice to inform programs, practices, and policies.

MSAG member announced the IHSS Advisory Commission has an open seat and enquired about an Alliance staff member being available to participate in the commission.

MSAG member enquired about the Alliance contact for a potential partnership with Dignity's PEP Program in Santa Cruz. Gisela Taboada, Member Services Call Center Manager, will facilitate follow up with the MSAG member.

Adjourn:

Chairperson Beleutz adjourned the meeting of November 10, 2022 at 10:45 a.m. to Thursday, February 9, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, February 9, 2023

Teleconference Meeting

(Pursuant to Governor Newsom's Executive Order N-29-20)

Members Present:

Ericka Peterson, DrPH
John Beleutz
Margaret O'Shea
Michael Molesky
Rebekah Capron
Yaneth Venegas Virgen
Janna Espinoza

Merced County Head Start
Health Projects Center
Consumer
Consumer, Commissioner
Merced HSA
Monterey County Department of Social Services
Commissioner

Members Absent:

Alexandra Heidelberg
Ashley Lynne Gregory
Candi Walker
Debby Perez
Doris Drost
Humberto Carrillo
Leo Demushkane
Linda Jenkins
Lupe Chavez
Martha Rubbo
Melissa Raya
Sylvia Wilson
Tamara McKee
Vivian Pittman

Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Natividad Medical Center
Monterey County – CalHeers
HICAP – Alliance on Aging
Consumer

Staff Present:

Gisela Taboada
Jennifer Mockus, RN
Jessie Newton, RN
Kayla Zoloniak
Lilia Chagolla
Maureen Wolff
Michelle Stott, RN, MSN
Ronita Margain
Yomayra Gomez

Member Services Call Center Manager
Community Care Coordination Director
Continuum of Health Manager - Adult
Administrative Specialist
Community Engagement Director
Communications Content Specialist
Quality Improvement and Population Health Director
Community Engagement Director
Member Services Project Specialist

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:03 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

Ronita Margain, Community Engagement Director, requested MSAG members submit the MSAG application/renewal form included with the agenda packet and encouraged participants to share MSAG with others who may be interested in participating in MSAG.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

6. 2023 Pediatric Equity Roadmap

Michelle Stott, RN, MSN, Quality Improvement and Population Health Director, provided an overview of the Alliance's 2023 Pediatric Equity Roadmap and solicited feedback.

The Pediatric Equity Roadmap is a multi-pronged strategy to address root causes and health disparities. The Alliance has identified providers, members, community, communication, and health plan as areas for engagement. Examples of engagement include school-based interventions in Merced, telephonic member outreach by care teams, and member incentives for well-visits and immunizations.

MSAG members enquired about partnerships with schools and school programs for education around general health, exercise, and nutrition. The Alliance is working with school districts in Merced County to share information through Peachjar, a platform that connects K-12 families to life-changing school and community resources. Michelle Stott, RN and Dr. Peterson will connect to discuss potential partnership opportunities between the Alliance and Merced County Head Start.

MSAG member enquired about vaccine barriers. Michelle Stott shared flu vaccine hesitancy is a primary barrier. The Alliance is working with providers on strategies to engage members.

MSAG members enquired about access, transportation to care, and mobile services. Michelle Stott shared some providers have mobile clinics and the Alliance partners with organizations to help reduce transportation barriers.

MSAG member enquired about the Doula Services benefit and how the benefit will be financially sustained. The Alliance will present Doula Services benefit and Community Health Worker (CHW) Services benefit at a subsequent MSAG meeting.

7. Member Services Call Center Satisfaction Survey

Gisela Taboada, Member Services Call Center Manager, provided an overview of the post-call satisfaction survey announced at the May 2022 MSAG meeting.

The Alliance received more than 1,300 complete surveys in January 2023.

MSAG member shared appreciation for the member services representatives and the helpful and prompt follow-up on next steps.

MSAG member enquired about impact on call volume of recent floods and power outages and how the Alliance helped members. Gisella Taboada stated the Alliance received an influx of calls about a week after the flooding with questions around next steps including how to order a new member ID card and how to receive mail. Member Services Representatives provided information around community resources. Jessie Newton, RN, Continuum of Health Manager, shared both adult and pediatric care coordination teams reached out to the most vulnerable members including members with durable medical equipment needs.

Adjourn:

Chairperson Beleutz adjourned the meeting of February 9, 2023 at 10:52 a.m. to Thursday, May 11, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zoloniak
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, May 11, 2023

Members Present:

Ericka Peterson, DrPH
John Beleutz
Yaneth Venegas Virgen
Janna Espinoza
Doris Drost
Humberto Carrillo
Candi Walker
Lupe Bajas-Iniguez

Merced County Head Start
Health Projects Center
Monterey County Department of Social Services
Commissioner
Consumer
Consumer
Consumer
Consumer Advocate

Members Absent:

Margaret O'Shea
Michael Molesky
Rebekah Capron
Alexandra Heidelberg
Ashley Lynne Gregory
Debby Perez
Leo Demushkane
Linda Jenkins
Lupe Chavez
Martha Rubbo
Melissa Raya
Sylvia Wilson
Tamara McKee
Vivian Pittman

Consumer
Consumer, Commissioner
Merced HSA
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Consumer
Natividad Medical Center
Monterey County – CalHeers
HICAP – Alliance on Aging
Consumer

Staff Present:

Gisela Taboada
Jessie Newton, RN
Kayla Zoloniak
Ronita Margain
Yomayra Gomez
Van Wong
Jim Lyons
Veronica Lozano
Veronica Olivarria
Stacie Simmons
Milagros Galindo

Member Services Call Center Manager
Continuum of Health Manager - Adult
Administrative Specialist
Community Engagement Director
Member Services Project Specialist
Chief Operating Officer
Provider Relations Manager
Quality Improvement Program Advisor II
Member Services Supervisor
Community Engagement Program Manager
Lead Member Services Representative

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:01 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

Ronita Margain, Community Engagement Director, announced Michael Schrader joined the Alliance in April as the Chief Executive Officer (CEO).

Van Wong, Chief Operating Officer, announced three routine medical and financial audits resulted in zero findings.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

6. Healthy Start

Veronica Lozano, MBA, CHES, Quality Improvement Program Advisor II, provided an overview of the Alliance's 2023 Healthy Start rewards and solicited feedback.

Members ages 0-21 can get a healthy start on life and get rewarded with gift cards totaling up to \$250 by being up to date with vaccines and checkups.

The Alliance will be promoting the Healthy Start rewards through a variety of methods

including the Alliance website, flyers, mailings to members, and community events.

MSAG member enquired about incentives for members ages 14 – 17. Members ages 14 – 17 are not eligible for Healthy Start rewards as the incentives target age groups with gaps in vaccinations and care. Members ages 14 – 17 are eligible for other Health Rewards Programs such as Healthy Weight for Life.

MSAG member enquired about past incentive results and impact. Previous incentives were raffles and the new Healthy Start incentives are direct incentives. Members who meet the eligibility criteria and the health reward requirements will receive a gift card. Target gift cards have been used for more than 8 years and from surveys, seem to work best.

MSAG member proposed incentives for attending gyms.

7. Medi-Cal Redetermination

Veronica Olivarria, Member Services Supervisor, provided an overview of the Medi-Cal redeterminations and continuous coverage unwinding.

Continuous coverage is no longer linked to the COVID-19 Public Health Emergency (PHE) as of April 1, 2023. Starting in April, members with a June renewal date will start receiving paperwork in the mail. Members have about 90 days to submit paperwork.

The Alliance is promoting awareness through the Alliance website, call center waiting message, member outreach materials, texting campaign, and partnerships with the counties.

MSAG members proposed reaching out to Offices of Education and to kid advocacy organizations.

MSAG member proposed utilizing a member spokesperson.

8. Community Health Workers, Doulas, and Urgent Care Services

Jim Lyons, Provider Relations Manager, provided an overview of community health workers, doulas, and urgent care services.

Community health workers (CHW) promote and protect the health of communities.

MSAG member shared potential concerns community partners may have including risk, billing challenges, and financial challenges. Alliance grants provide some help offsetting risk of expenses before reimbursement.

Doulas provide prenatal, labor and delivery, and postpartum support.

MSAG member enquired about the demand for doula services and enquired about the ratio of the additional costs associated with billing versus the additional revenue earned.

MSAG member proposed exploring the option of a third party to assist with administration and billing.

MSAG member enquired if the training pathway included training for parents who have substance use disorder and children who are born with substance use disorder. The Alliance's Adult Care Coordination team routinely reaches out to women who have substance use disorder and are pregnant or had a child in the past year to offer connecting the member with resources and will consider how to incorporate the doula service.

There was discussion around the supply, demand, training costs, and financial sustainability of doulas in Merced County.

Urgent Care services are available in all three counties for non-emergency or life-threatening care within forty-eight hours. Members can visit locations that are not their primary care providers without a referral.

MSAG members proposed postcards or magnets for refrigerators with when urgent care is appropriate and locations for each county, text message reminders, and standing call outs in member communication materials such as Member Bulletin. Jim Lyons, Provider Relations Manager, will share the ideas with the Alliance's Communication Team in a meeting dedicated to discussing the promotion of urgent care services.

MSAG members proposed reaching out to the provider network so they can share the information too.

MSAG members shared their experiences with receiving, or attempting to receive, care at an urgent care.

Adjourn:

Chairperson Beleutz adjourned the meeting of May 11, 2023 at 11:29 a.m. to Thursday, August 10, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, August 10, 2023

Members Present:

John Beleutz
Yaneth Venegas Virgen
Janna Espinoza
Doris Drost
Candi Walker
Michael Molesky
Rebekah Capron

Health Projects Center
Monterey County Department of Social Services
Commissioner
Consumer
Consumer
Consumer, Commissioner
Merced HSA

Members Absent:

Alexandra Heidelberg
Ashley Lynne Gregory
Debby Perez
Ericka Peterson, DrPH
Humberto Carrillo
Leo Demushkane
Linda Jenkins
Lupe Bajasas-Iniguez
Lupe Chavez
Margaret O'Shea
Martha Rubbo
Melissa Raya
Sylvia Wilson
Tamara McKee
Vivian Pittman

Consumer
Consumer
Consumer
Merced County Head Start
Consumer
Consumer
Consumer
Consumer Advocate
Consumer
Consumer
Consumer
Natividad Medical Center
Monterey County – CalHeers
HICAP – Alliance on Aging
Consumer

Staff Present:

Gisela Taboada
Jessie Newton, RN
Kayla Zoloniak
Ronita Margain
Veronica Olivarria
Gabina Villanueva
Sarah Sanders

Member Services Call Center Manager
Continuum of Health Manager - Adult
Administrative Specialist
Community Engagement Director
Member Services Supervisor
Member Services Supervisor
Grievance and Quality Manager

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:01 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Committee on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no was action taken.

6. Grievance Report

Sarah Sanders, Grievance and Quality Manager, provided a grievance and appeal overview, provided grievance data for the first 6 months of 2023, and solicited feedback.

MSAG member reported hearing from Alliance members they were provided a phone number for a mental health provider and upon calling, learned the provider is not taking new patients. Several individuals were then discouraged and did not take further action. The Alliance will communicate with Carelon, the Alliance's behavioral services provider, regarding Alliance members receiving stale provider information.

Carelon grievances are not captured in the Alliance's grievance report. The Alliance receives and reviews Carelon grievances on a quarterly basis. MSAG member proposed inviting Carelon to a future MSAG meeting. The Alliance's Care Management team meets with

Carelon and the meeting can be used to address challenges for a member trying to access care.

MSAG member expressed concern around Alliance members fearing retaliation from provider due to filing a grievance. The Alliance is able to assist members trying to find a new provider.

Alliance members who file a grievance or feedback directly to a provider is encouraged to file with the Alliance as well.

MSAG member enquired about the accessibility of filing a grievance. The Call Center is available during business hours and the form on the Alliance website is available 24/7. The Alliance website has accessibility features and the link to the grievance form is capitalized and available in multiple places. Website feedback is welcomed.

MSAG member enquired about hearing feedback from more Alliance members, especially members who may not be proactive in sharing their feedback. The Alliance engages members at community outreach events and through a post call survey for calls to the call center.

MSAG member voiced concern around members not having the language or education around diagnoses, especially new life-changing diagnoses. Commissioner Espinoza added life-changing diagnoses mean a new reality and often being lost and enquired about access to information while being sensitive to timing and without breaching privacy. MSAG member proposed having outside resources available and including 800 numbers in Member Newsletter. The Alliance's Call Center connects members to the Care Management team and provides resources as appropriate the information the member provides during the call. The Care Management team helps members walk through new diagnoses and can help in provider offices. The Alliance will brainstorm ideas for having detailed information about life-changing diagnoses available.

Care Management team is utilizing population health risk factors to try to capture members who may benefit from additional assistance from health education to Enhanced Care Management who may not call in to the Alliance.

MSAG member enquired about providers thinking about health education. MSAG members proposed education to the provider network, education to all staff including office staff, and physical flyers in provider waiting areas.

Care Management will present at next MSAG meeting per MSAG member interest.

7. Member Services Advisory Group in 2024

Ronita Margain, Community Engagement Director, provided an overview of Member Services Advisory Group in 2024 and solicited feedback regarding MSAG meeting dates and times.

MSAG members stated the current meeting date and time is suitable.

The November 9, 2023 MSAG meeting will include a location in Mariposa County and in San

Benito County in accordance with the service delivery area expansion that will begin January 1, 2024. The Alliance will begin recruiting MSAG members from Mariposa County and San Benito County in early 2024.

MSAG members requested receiving Alliance brand assets.

Adjourn:

Chairperson Beleutz adjourned the meeting of August 10, 2023 at 11:13 a.m. to Thursday, November 9, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

MEMBER SERVICES ADVISORY GROUP



Meeting Minutes

Thursday, November 9, 2023

Members Present:

Candi Walker	Consumer
Carolina Meraz	Consumer, Community Advocate
Doris Drost	Consumer
Humberto Carrillo	Consumer
Janna Espinoza	Consumer, Commissioner
John Beleutz	Community Advocate
Lupe Bajasas-Iniguez	Consumer Advocate
Mimi Park	Consumer
Rebekah Capron	Community Advocate
Yaneth Venegas Virgen	Community Advocate

Members Absent:

Alexandra Heidelberg	Consumer
Ashley Lynne Gregory	Consumer
Debby Perez	Consumer
Leo Demushkane	Consumer
Linda Jenkins	Consumer
Lupe Chavez	Consumer
Margaret O'Shea	Consumer
Martha Rubbo	Consumer
Melissa Raya	Provider Representative
Michael Molesky	Consumer, Commissioner
Vivian Pittman	Consumer

Staff Present:

Ashley McEowen, RN	Complex Case Management Supervisor - Pediatric
Jessie Newton, RN	Continuum of Health Manager - Adult
Kayla Zoloniak	Administrative Specialist
Ronita Margain	Community Engagement Director
Desirre Herrera	Quality and Health Programs Manager
Lilia Chagolla	Community Engagement Director
Veronica Olivarria	Member Services Supervisor
Travis Moody	Administrative Services Manager

HEALTHY PEOPLE. HEALTHY COMMUNITIES.

www.thealliance.health

Call to Order by Chairperson Beleutz.

Chairperson Beleutz called the meeting to order at 10:01 a.m.

Roll call was taken.

No supplements or deletions were made to the agenda.

1. Oral Communications.

Chairperson Beleutz opened the floor for any members of the public to address the Advisory Group on items listed in the agenda.

2. Comments and Announcements by Member Services Advisory Group Members.

Chairperson Beleutz opened the floor for Advisory Group members to make comments.

Chairperson Beleutz announced Caregiver University Conference 2023 by Del Mar Caregiver Resource Center will be held in Santa Cruz on Saturday, November 18, 2023 and limited seats are still available.

D. Drost commented the materials the Alliance provided for her to distribute in the community has been beneficial and is appreciated.

3. Comments and Announcements by Plan Staff.

Chairperson Beleutz opened the floor for Plan Staff to make comments.

R. Margain announced L. Chagolla will be transitioning from her current role as Community Engagement Director to her new role as Member Services Director on Monday, November 13, 2023.

R. Margain announced beginning January 1, 2024, the Alliance will be available to people in Mariposa and San Benito counties who are eligible for Medi-Cal. Member Services Advisory Group will be recruiting new advisory group members from Mariposa and San Benito counties.

Consent Agenda Items:**4. Chairperson Beleutz opened the floor for approval of the Consent Agenda.**

Action: Quorum was not met and no was action taken.

Regular Agenda Items:**5. Annual Election of Officers of the Advisory Group**

Action: Quorum was not met and no action was taken.

6. 2024 Member Services Advisory Group Charter

Kayla Zolinski, Administrative Specialist, reviewed the draft 2024 Member Services Advisory Group (MSAG) Charter and solicited feedback. No comments, questions, or feedback were shared and the MSAG Charter will be submitted to the Alliance Board of Commissioners for acceptance.

7. Adult Care Management, Pediatric Complex Case Management and Enhanced Case Management/Community Support Program Overview

Jessie Newton, RN, Continuum of Health Manager – Adult, and Ashley McEowen, BSN, RN, Pediatric Complex Case Management Supervisor, provided an overview of care management and solicited feedback.

If an Alliance member is experiencing a challenge navigating Alliance processes or their health care, they may call Care Management.

Whole Child Model is scheduled to roll out to San Benito and Mariposa counties in 2025. The CCS benefit will continue to be managed by the County CCS Offices. During 2024, the Alliance will provide case management to all.

Commissioner Espinoza expressed concern of Durable Medical Equipment (DME) vendors not serving San Benito County and encouraged the Alliance to investigate DME vendors in San Benito and Mariposa counties.

Commissioner Espinoza inquired about how the Alliance approaches families with a newborn in the NICU while the families are in the hospital. Currently, the Alliance primarily conducts outreach after discharged based on referrals to Care Management during the authorization review process. The Alliance is taking steps to improve the timeliness of outreach through the Transitional Care Services Program, raising provider awareness of services and how to contact the Alliance, and Enhanced Care Management (ECM) providers who can meet members where they are at. The Alliance follows up on high-risk infants through in-progress health programs for pregnancy and post-partum mothers.

MSAG member encouraged interagency collaboration and community education, including outside case managers who have the trust of Alliance members. The MSAG member recommended education to providers around trauma training and training on the referral process at clinics. The Alliance provides education to clinics. The Alliance acknowledged the trauma training as an idea to consider.

MSAG member stated people, especially people with no experience with insurance, need help with understanding and navigating the healthcare system and available benefits and services.

MSAG member inquired if individuals who do not have stable housing, who have a serious mental health condition, or are incarcerated are eligible for Enhanced Care Management (ECM) services. The Alliance confirmed the populations of focus are, or will be, eligible for ECM services. The Alliance stated housing availability is limited but the Alliance is working

on identifying more providers.

MSAG member shared experience and concern with autism diagnosis process and education for children.

MSAG member shared experience and concern with PCP not conducting dental screening nor making referrals to dentists.

MSAG members stated the delivery of how care is provided needs to be efficient and not create barriers.

Grievances can be filed with the Alliance by phone, including through the Care Management team, or online form. The Alliance uses grievances to track trends with specific clinics and conducts quality reviews. MSAG member reported long call wait time for grievance and dropped calls. J. Newton will deliver the feedback to the grievance team. MSAG member reported members may not know they are able to file a grievance or may fear retaliation from their provider. MSAG member stated the goal should be to not need the grievance process as negative experiences damage the experience and relationship. MSAG member shared experience and concern with provider making the experience difficult for members who file a grievance including not having appointments available for them while appointments are available for their peers. J. Newton said the Alliance engages clinics and there is potential to invite the Alliance's Provider Services to MSAG to bring information to the clinics.

MSAG member inquired about the use of technology to supplement quantity of doctors.

MSAG member shared UC Merced is developing a medical education building that will enable UC Merced to train physicians in the Central Valley.

MSAG members requested the following agenda topics at future meetings regarding providers, including behavioral health providers: provider network, wait times, updated provider information in directory, shortages.

Adjourn:

Chairperson Beleutz adjourned the meeting of August 10, 2023 at 11:13 a.m. to Thursday, November 9, 2023 at 10 a.m.

Respectfully submitted,
Kayla Zolinski
Administrative Specialist

Enrollment Report

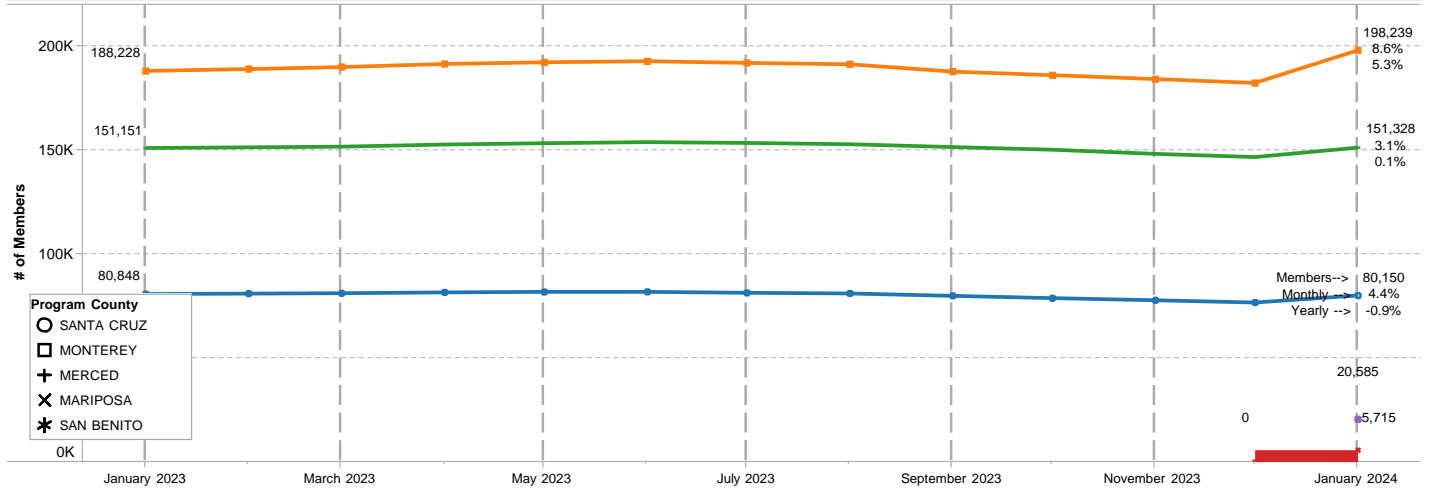
Year: 2023 & 2024 County: All Program: AIM, IHSS, Medi-Cal
Aid Cat Roll Up: All Data Refresh Date: 1/4/2024



StaticDate

1/1/2023 12:00:00 AM to 1/31/2024 11:59:59 PM

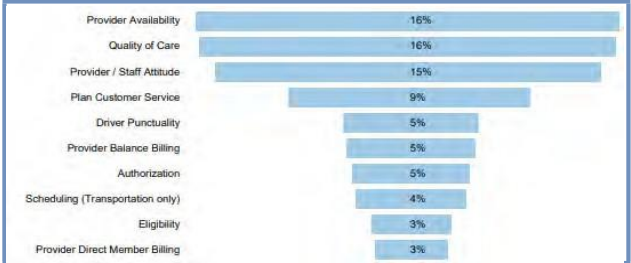
Membership Totals by County and Program, % Change Month-over-Month and % Change Year-over-Year





Q3 2023 Appeals and Grievances: 1,396* including Carelon.

Appeals: 4% [73% in favor of Plan; 27% in favor of Member]
Exempt: 50%
Grievances: 43%
Other: 3% [Inquiries, SFH]



Analysis and Trends

- ❖ Access issues regarding provider availability in MRY continue.

Highest Grievances Filed by County

1. **Monterey:** 43%
2. Merced: 33%
3. Santa Cruz: 24%

Behavioral Health Carelon Grievances: #34

- ❖ **Monterey:** 18
- ❖ Santa Cruz: 7
- ❖ Merced: 9

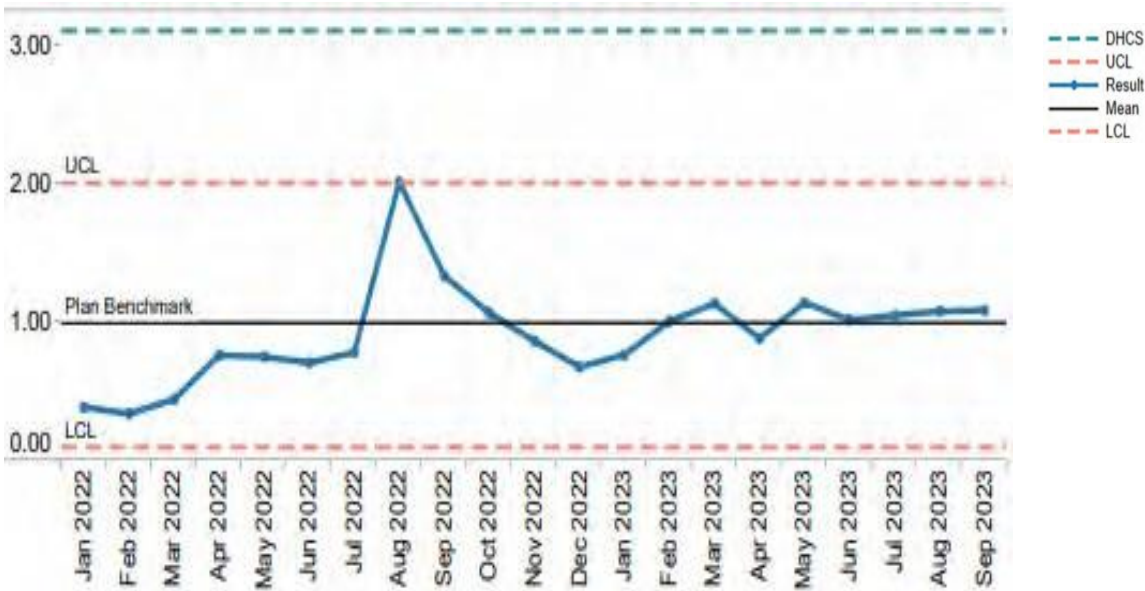
IHSS Summary:

#5

- ❖ Member Grievances: 4
- ❖ 24-Hour Exempt Complaints: 1

☒ In Control
☐ Not in Control

A lower rate demonstrates a good or positive result when compared to Upper Control Limits (UCL) and Lower Control Limits (LCL). Control limits represent three (3) standard deviations from mean or average performance.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2022 MemberMonths	390,341	391,464	393,337	395,726	403,182	404,955	407,176	408,786	411,163	413,245	415,587	416,995
Case Count	150	132	174	301	302	286	318	824	549	441	359	282
Case Count Per 1000 MM ..	0.38	0.34	0.44	0.76	0.75	0.71	0.78	2.02	1.34	1.07	0.86	0.68
2023 MemberMonths	420,192	421,711	423,157	426,072	427,730	428,887	427,070	425,433	418,884			
Case Count	321	425	480	376	488	436	448	459	455			
Case Count Per 1000 MM ..	0.76	1.01	1.13	0.88	1.14	1.02	1.05	1.08	1.09			

*Grievances Per 1,000 Member Month



Your Health Matters

Your Health Matters (YHM) is the outreach program of Central California Alliance for Health (the Alliance). This volunteer program is made up of Alliance employees who are interested in making a difference in the lives of our members and the communities we serve.

This program informs and educates our members, communities and the public about Alliance services. We also share resources based on member needs and accessibility.

Some of the things we do include:

- Providing resources and handouts at community events.
- Sharing health guidelines and information from the state, county and local agencies directly to members. This includes COVID-19-related information.
- Making calls to members during emergencies and natural disasters to ensure their safety and awareness of available resources.

Members and potential members: Contact us for a list of places that we are scheduled to attend.

Community Partners: If there is a community event where you think our outreach program's presence would be helpful, contact us!

Upcoming events are published on the Alliance website at:

<https://thealliance.health/for-communities/healthy-communities/community-events/>

How to contact us:

Email [**ListOutreachGatekeeper@ccah-alliance.org**](mailto:ListOutreachGatekeeper@ccah-alliance.org) and a YHM staff member will respond to you within two business days.



Recent Community Events

Attended as of January 1, 2024

November – December 2023	
Mariposa County	1 event
Merced County	3 events
Monterey County	4 events
San Benito County	0 events
Santa Cruz County	0 events
Total	8 events

Here are a few of the events we attended:

Mariposa County

- Wellness Fair

Merced County

- Merced Hmong New Year

Monterey County

- 2023 City of Salinas: See Our Youth Summit
- 9th Conference of Special Education Workshops



Upcoming Community Events

Planned as of January 1, 2024

January - May 2024	
Mariposa County	1 event
Merced County	1 event
Monterey County	1 event
San Benito County	1 event
Santa Cruz County	0 events
Total	4 events

Here are a couple of the events we will be attending:

Merced County

Car Seat Safety Check

- When: Saturday, March 23, 2024 9 a.m. – 12 p.m.
- Where: 315 East 13th Street, Merced, CA 95341
- Mercy Medical Center has partnered with the Alliance, Merced CHP, and Merced Fire Rescue to host a car seat safety check. Nationally certified Car Seat Safety Technicians will be on site to share tips on how to properly install child car seats, booster seats, and seatbelts. They will also provide other safety lessons and safety seat inspections. The car seat safety check is free, however is available by appointment only. Space is limited, so please call the Mercy Medical Center Merced Foundation Office at 209-564-4200 to reserve your spot.

Monterey County

Growing Stronger Together Community Resource Fair

- When: Saturday, April 20, 2024 11 a.m. – 3 p.m.
- Where: Gavilan View Middle School
- The resource fair is open to the public and includes activities for children, a farmers market, health and wellness demonstrations, music, student art show, parent activities, and free food/drinks.

Member Services Advisory Group (MSAG)

February 8, 2024

1

<div>MSAG</div>	<div><h2>AGENDA:</h2><ol style="list-style-type: none">Meeting Administration<ul style="list-style-type: none">Call to Order by Chairperson BeleutzRoll CallEstablish QuorumReview MSAG Purpose StatementOral CommunicationsComments and AnnouncementsConsent Agenda<ul style="list-style-type: none">Approve Minutes from Previous MeetingsAccept Plan Staff ReportsRegular Agenda<ul style="list-style-type: none">Annual Election of OfficersBehavioral Health Benefits<p>2</p></div>
-----------------	---

MEETING ADMINISTRATION

- Call to Order
- Roll Call
- Establish Quorum
- Review MSAG Purpose Statement
 - The MSAG ensures community and member participation in establishing the Alliance's public policy in quality, health equity, disparities, population health, children services, and other ongoing plan functions.

3



3

ORAL COMMUNICATIONS

- Members of the public and may address the Advisory Group on items not listed on today's agenda, up to a maximum of three minutes per person, with oral communications time not to exceed 20 minutes in total.
- If any member of the public wishes to address the Advisory Group on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to three minutes per item.

4



4

COMMENTS & ANNOUNCEMENTS

- From Advisory Group Members
- From Plan Staff

5



5

CONSENT AGENDA ITEMS

Requires Quorum

- Approve Member Services Advisory Group Minutes from Previous Meetings
- Accept Plan Staff Reports

6



6

ANNUAL ELECTION OF OFFICERS OF THE ADVISORY GROUP

Requires Quorum

- Advisory Group will nominate and elect Chairperson and Vice Chairperson

7



7

Behavioral Health Benefits

Rebecca McMullen, LPCC
Behavioral Health Manager

8

8

	<h2 style="text-align: center;">Goals for the Alliance today!</h2> <ul style="list-style-type: none"> • Inform you about the Behavioral Health care system • Review the Alliance Behavioral Health Benefits • Provide information on how to access Behavioral Health services • Provide information on current use of Behavioral Health benefits • Get feedback on how members and community partners want to receive this information <p style="text-align: right;">9</p>
--	---

9

	<h2 style="text-align: center;">Goals for YOU today as a participating member of MSAG</h2> <ul style="list-style-type: none"> • What would you like to see the Alliance do in the future to help keep you informed of our BH services? • What do you think providers need to know to stay informed on BH updates? • What are current barriers to accessing this information? <p style="text-align: right;">10</p>
--	--

10

THE BEHAVIORAL HEALTH CARE SYSTEM

11

11

First...What do we mean when we say **BEHAVIORAL HEALTH**?

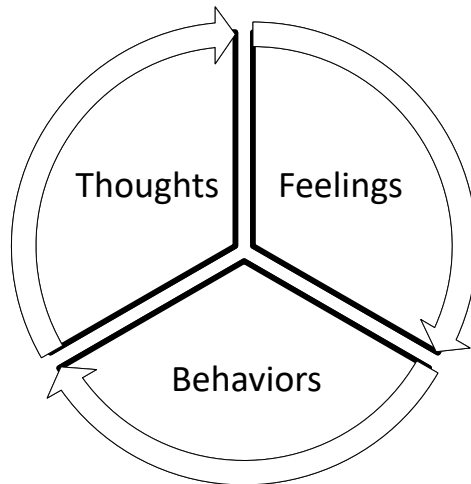
- The terms "behavioral health" and "mental health" are often used interchangeably, but they don't always mean the same thing.
- Mental health refers entirely to a person's psychological state, while behavioral health entails not just a person's state of mind but their physical condition.
- Behavioral health is defined as the connection between behavior's impact and the health and well-being of the body, mind, and spirit.

12



12

DEFINING **BEHAVIORAL HEALTH**



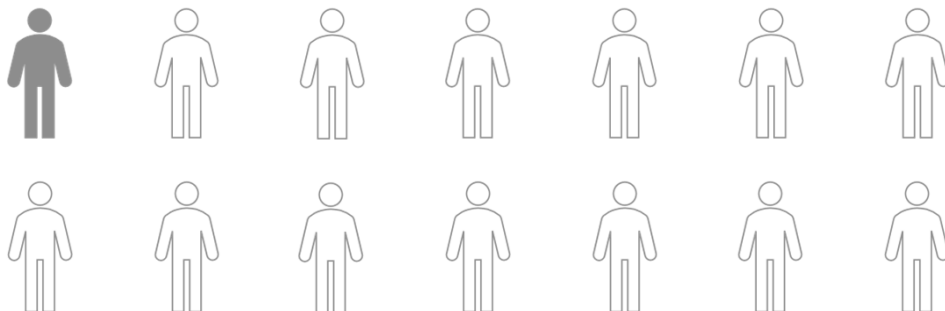
13



13

DEFINING **BEHAVIORAL HEALTH** in California

One in fourteen (7%) children experiences a “serious emotional disturbance”



California Health Care Foundation, July 2022

14



14

DEFINING **BEHAVIORAL HEALTH** in California

One in seven (14%) adults experiences a mental health issue



California Health Care Foundation, July 2022

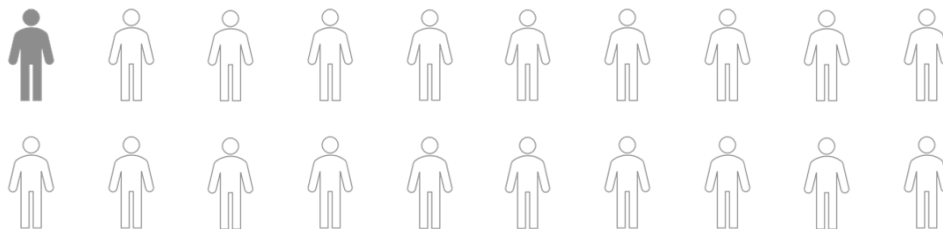
15



15

DEFINING **BEHAVIORAL HEALTH** in California

One in twenty (5%) adults experiences a “serious mental illness”



California Department of Health Care Services, 2023

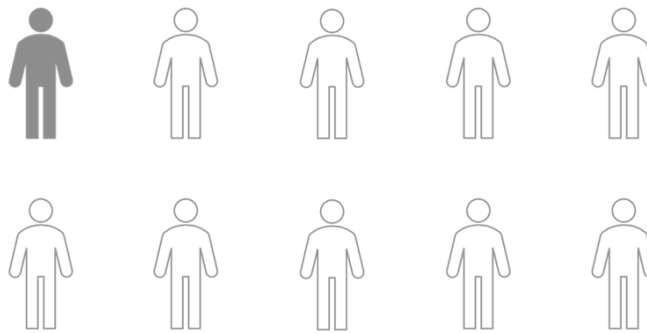
16



16

DEFINING **BEHAVIORAL HEALTH** in California

One in ten (10%) adults experiences a substance use disorder



California Department of Health Care Services, 2023

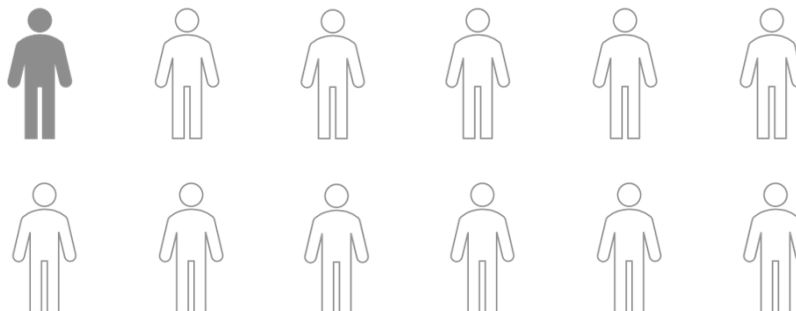
17



17

DEFINING **BEHAVIORAL HEALTH** in California

One in twelve (8%) adults on Medi-Cal experiences a “serious mental illness”



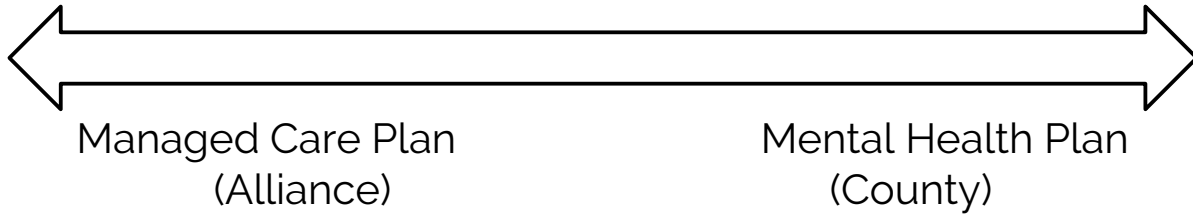
California Department of Health Care Services, 2023

18



18

ADDRESSING THE 2 SIDES OF THE BEHAVIORAL HEALTH SYSTEM

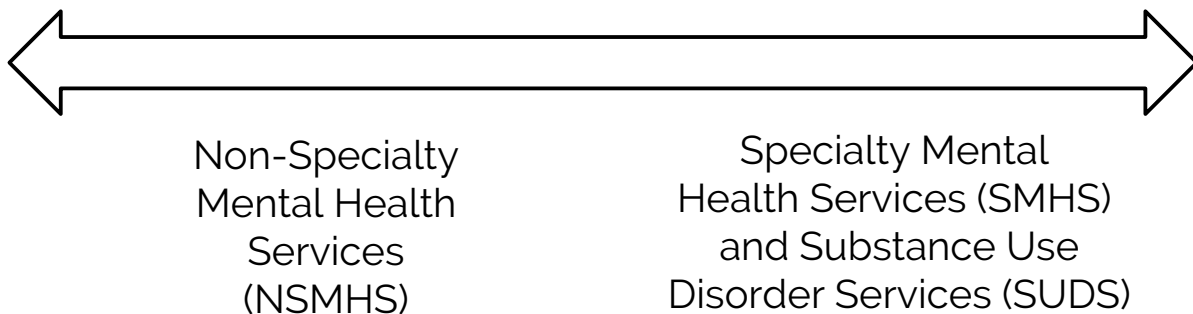


19



19


ADDRESSING THE 2 SIDES OF THE BEHAVIORAL HEALTH SYSTEM



20



20

	<h2 style="text-align: center;">Behavioral Health Benefits Provided by The Alliance</h2> <p style="text-align: right;">21</p>
---	---

21

<h2 style="text-align: center;">NON-SPECIALITY MENTAL HEALTH SERVICES (NSMHS)</h2> <p>Non-Specialty Mental Health Services (NSMHS)</p> <ul style="list-style-type: none"> • Mental health assessment and treatment, including individual, group and family therapy and dyadic services • Psychological and neuropsychological testing (when clinically indicated to assess a mental health condition) • Outpatient services for monitoring drug therapy • Psychiatric consultation • Outpatient laboratory, drugs, supplies, and supplements • Behavioral Health Treatment (BHT) for Autism and Developmental Disorders • Early and Periodic Screening, Diagnostic and Treatment (EPSDT) • Mental health screening services such as: Adverse Childhood Experiences (ACE) screening, Depression screening, Autism spectrum disorder screening and others <p>Substance Use Disorder Services (SUDS)</p> <ul style="list-style-type: none"> • Screenings, Assessments, Brief Interventions & Referral to Treatment (SABIRT) • Medications for Addiction Treatment (MAT) • Acute medical detoxification • <i>Substance Use Disorder: For other substance use disorder services and treatment , you can contact your county's behavioral health department directly</i> <p style="text-align: right;">22</p> 

22

How do you get **BEHAVIORAL HEALTH** services?

The Alliance has always assigned out management of our NSMHS to a Managed Behavioral Health Organization (MHBO) called Carelon Behavioral Health (previously known as Beacon).

Providers and Members can both call Carelon at (855) 765-9700 24 hours a day, 365 days a year.

Most of the Behavioral health services do not require a referral and members can call the Alliance to get connected, can call Carelon themselves or have a provider connect them

23



23

How do you get **BEHAVIORAL HEALTH** services?

The Provider Directory and Member Handbook also have important information about your Behavioral Health Care Benefits



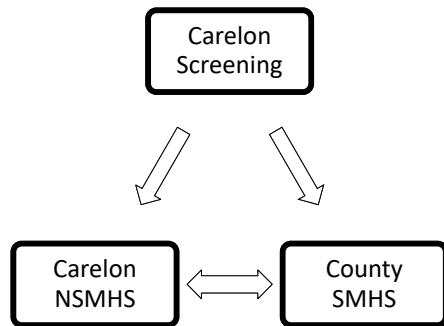
- **Provider Directory:**
<https://thealliance.health/for-providers/resources/provider-manual/>
- **Member Handbook:**
<https://thealliance.health/health-plan/medical/medi-cal-member-handbook/>
- Carelon behavioral health of California website is also a great direct resource (carelonbehavioralhealthca.com)

24



24

How do you get **BEHAVIORAL HEALTH** services?



For Specialty Mental Health services and SUD treatment you can contact your county department of behavioral/mental health

OR

You can still call/be connected to Carelon. They will complete a screening tool (series of questions) that is designed to identify the level of Behavioral health care needed and will make sure you are connected to the right level of care in a timely manner.

25



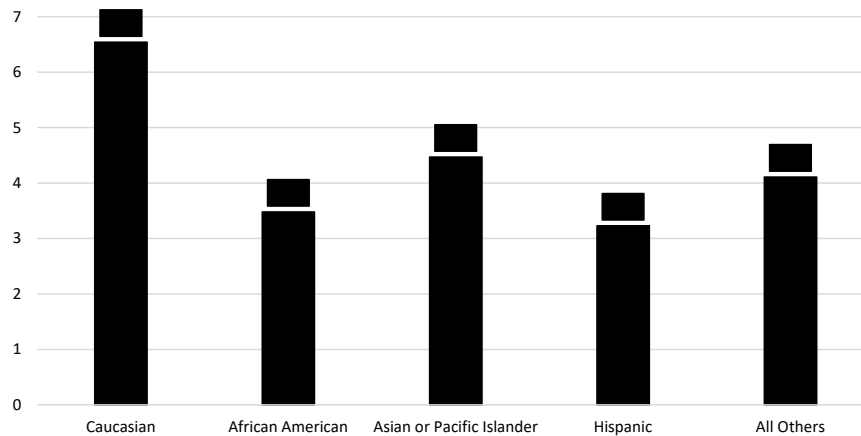
25

Current use of Behavioral Health Benefits

26

26

Overall use of **Behavioral health** services by ethnicity for the last year (Average %)



27



27

Key trends in **Behavioral health** services this last year

- Caucasian groups trend higher in usage overall, but the average is only 5% for 0-20 while it is higher in 21+ at 7%.
- Hispanic groups trend lower in usage overall for BH services (3-4%) however the membership for the is 68% Hispanic.
- BH services usage is nearly 2x higher in Santa Cruz (12%) compared to Merced and Monterey (approx. 6-7%) despite Santa Cruz being the smallest population (through 2023)
- The Alliance serves approx. 420K members currently, and approx. 32K members use BH benefits overall

28



28

Most common **BH Diagnosis** for the Alliance Members

For ages 21+

- Other Anxiety Disorders
- Major Depressive Disorder, Recurrent
- Reaction to Severe Stress, and Adjustment Disorders
- Depressive Episode
- Bipolar Disorder

For ages 0-21

- Other Anxiety Disorders
- Pervasive Developmental Disorders (including Autism)
- Reaction to Severe Stress and Adjustment Disorders
- Attention Deficit Hyperactivity Disorders
- Depressive Episode

29



29

Behavioral Health Providers by **County** (through 2023)

- Merced - 191
- Monterey - 505
- Santa Cruz - 474

These numbers reflect providers within time and access standards in these Counties. This does not include providers that offer telehealth services.

Currently, about 65% of Behavioral health services occur in person, while about 35% occur via telehealth.

From the time a member is connected to Caredon for BH services to time they are offered a first appointment with a provider should be within 10 business days

30



30

Emergency and Crisis Contacts

If you are having a **psychiatric emergency** and need immediate help, **call 911** or go to the nearest emergency room.

If you or a family member are struggling or in crisis and need to talk about **urgent mental health concerns** related to thoughts of self-harm or suicide, please call the **Suicide and Crisis Lifeline: 988**. It is available 24 hours a day in English and Spanish

31



31

Questions/Comments?



32



32

ADJOURN

- Next Meeting: Thursday, May 9, 2024, 10:00 – 11:30 a.m.

