

# Whole Child Model Clinical Advisory Committee

## Meeting Agenda

Thursday, September 19, 2024

12:00 p.m. - 1:00 p.m.



### Held Via Teleconference

1. Members of the public wishing to join the meeting may do so as follows:

**Join on your computer, mobile app, or room device.**

[Join the meeting now](#)

**Meeting ID:** 276 429 487 261

**Passcode:** DkUyPt

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#### Dial in by phone:

[+1 872-242-9041,104985981#](#) United States, Chicago

[Find a local number](#)

Phone conference ID: 104 985 981#

2. Members of the public wishing to provide public comment on items not listed on the agenda that are within jurisdiction of the Committee 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, September 18 to the Clerk of the Advisory Committee at [tneves@ccah-alliance.org](mailto:tneves@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 five minutes.
  - b. Public comment during the meeting when that item is announced.
    - i. State your name and organization prior to providing comment.
    - ii. Comments are limited to five minutes.
3. Mute your phone during presentations to eliminate background noise.
  - a. State your name prior to speaking during comment periods.
  - b. Limit background noise when unmuted (i.e., paper shuffling, cell phone calls, etc.)

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1. **Call to Order by Chairperson Myers 12:00 p.m.**

A. Roll call.

**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

B. Supplements and deletions to the agenda.

**2. Oral Communications. 12:10 p.m.**

A. Members of the public may address the Committee on items not listed on today's agenda that are within the jurisdiction of the Committee.

Presentations must not exceed five minutes in length, and any individual may speak only once during Oral Communications.

B. If any member of the public wishes to address the Committee on any item that is listed on today's agenda, they may do so when that item is called. Speakers are limited to five minutes per item.

**Consent Agenda Items: 12:15 p.m.**

**3. Approve WCMCAC Meeting Minutes of June 20, 2024.**

A. Reference materials: Minutes as above.

B. Grievance Update

S. Sanders

**Regular Agenda Items: 12:20 p.m.**

**4. New Business**

A. County Expansion Update

B. CCS Provider Education

C. WCM CCS Referral Volumes

K. Riggs, RN

D. Myers, MD

A. McEowen, RN, J. Stromsoe, RN

**5. Open Discussion: 12:50 p.m.**

A. Group may discuss any urgent items.

**6. Adjourn: 1:00 p.m.**

**The next meeting of the Whole Child Model Clinical Advisory Group, after this June 20, 2024 meeting:**

- Thursday, December 19, 2024 12:00-1:00 p.m.  
Locations: Teleconference via MS Teams

Members of the public interested in attending should call the Alliance at (831) 430-5556 to verify meeting dates prior to the meetings.

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The complete agenda packet is available for review on the Alliance website at:  
[www.ccah-alliance.org](http://www.ccah-alliance.org) bottom of page under Community – Meetings and Events.



**HEALTHY PEOPLE. HEALTHY COMMUNITIES.**

# Whole Child Model Clinical Advisory Committee



## Meeting Minutes

Thursday, June 20, 2024

12:00 p.m. - 1:00 p.m.

## Teleconference Meeting

### **Committee Members Present:**

Cal Gordon, MD  
Salvador Sandoval, MD  
John Mark, MD  
Lena Malik, MD  
Hue Nguyen, MD  
Sarah Smith, MD  
James Rabago, MD  
Ibraheem Al Shareef, MD

Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative  
Board Representative  
Provider Representative

### **Committee Members Absent:**

Jennifer Yu, MD  
Devon Francis, MD  
Allyson Garcia, MD  
Nicole Shelton, PA

Provider Representative  
Provider Representative  
Provider Representative  
Provider Representative

### **Staff Present:**

Dennis Hsieh, MD, JD  
Kristynn Sullivan, PhD  
Elizabeth Leary  
Cynthia Bali  
Kelsey Riggs, RN  
Jenna Stromsoe, RN  
Ashley McEowen, RN  
Jacqueline Morales  
Ronita Margain  
Shae Redwine  
Sabryna Sherman  
Rebecca McMullen  
Tracy Neves

Chief Medical Officer  
Program Development Director  
Care Management Director  
Provider Relations Supervisor  
Pediatric Complex Case Mgmt. Manager  
Complex Case Management Supervisor  
Complex Case Management Supervisor  
Provider Relations Representative  
Community Engagement Director  
Behavioral Health Program Analyst  
Utilization Management Manager  
Behavioral Health Program Manager  
Clerk of the Committee

### **Other Representatives Present:**

Jill Young  
Erik Riera  
Sarah Acosta  
Christopher East  
Geneva Edwards  
Ignacio Santana, MD  
Laurie Soman  
Becky Shaw

Carelon  
Carelon  
Carelon  
Carelon  
Carelon  
Provider Representative  
Provider Representative  
Provider Representative

## 1. Call to Order by Chairperson Hsieh.

Chairperson Dr. Dennis Hsieh called the meeting to order at 12:00 p.m.  
Roll call was taken.

## 2. Oral Communications.

Chairperson Dr. Hsieh opened the floor for any members of the public to address the Committee on items not listed on the agenda.

No members of the public addressed the Committee.

## 3. Consent Agenda Items.

### A. Approval of WCMCAC Minutes

Minutes from the March 21, 2024 meeting were reviewed.

### B. Grievance Update

Grievance data was reviewed and provided to the Committee.

**M/S/A** Consent agenda items approved.

## 4. Regular Business.

### A. Whole Child Model California Children's Services (CCS) Referral Updates

Kelsey Riggs, RN provided an introduction and overview of the Pediatric Complex Case Management Team. Jenna Stromsoe, RN shared CCS referral data trends from January 2023 to May 2024, data was tracked by count pending, count denied, count approved, count other and count corrected. Total CCS referral approval rates by county for Q1 includes Merced – 78.6%, Monterey – 71.6% and Santa Cruz – 79%. Average approval rate is 75.5%.

Q1 Alliance Referral Count Rates by County:

Merced: 154

Monterey: 194

Santa Cruz: 81

Total Referrals: 429

As of May, total Whole Care Model (WCM) volume was 7,332 and WCM age-out count was 67. Dr. Hsien noted at a recent clinic visit, there were questions regarding eligible conditions, and general provider questions, Dr. Hsieh suggested the Alliance work on provider education and how to refer and eligible conditions. A provider noted, there has been a universal decrease in CCS eligible individuals since WCM occurred in Santa Cruz County and potential opportunity regarding how to engage with providers. In addition, there is a need in understanding the restraints around particular conditions. More interaction with community providers and specialists regarding CCS eligibility and educating providers on the value for patients would be a good idea. Another provider asked about the March 2023 increase being an outlier and if there is data by county and approval rates for each month. It was noted the first quarter for Merced, 22% of referrals were not approved, and provider asked for the reasons for the determinations. Jenna noted they work closely with the counties in regard to denials, but specific information would need to be researched. There were no updates regarding changes in conditions. Denials are taken back to the Alliance team for educational purposes. Sometimes there is back and forth between the county regarding additional documentation needed or pending labs or imaging. The Pediatric team continues to follow-up.

It was also noted the decrease since WCM, is not exclusive to the Alliance, and others may think CCS has gone away. There was a question about what the Alliance is doing to notify providers in regard to referring members. Dr. Hsieh noted there is a need for provider education and how to do better loop closure when there is a CCS determination. A provider noted there is a need in having providers know what the program is and what it is there for, It

was noted providers are not always kept in the loop regarding the members. There was a question regarding CCS data for San Benito and Mariposa. There are 292 CCS eligible children in San Benito County and 69 in Mariposa County. The Alliance expects the numbers to increase with more work on WCM and working closely with the counties. A provider noted targeted outreach and tools to make the process easier would be helpful. It was suggested to have available a list of common and uncommon conditions that are eligible for CCS referral.

**Action items for the Alliance:**

- Come back with a plan regarding how to better educate providers,
- CM team to work with Provider Services regarding a system for closing the loop with primary care providers (PCPs),
- For future meetings, include referral numbers for San Benito and Mariposa counties.
- Pull data for eligible members and non-referring providers.

**B. Discussion Regarding Concerns with Behavioral Health & ABA Services for Members Without Autism**

Rebecca McMullen reviewed topics for discussion and informed the Committee Carelon was in attendance to answer questions. Carelon staff members introduced themselves to the Committee. Rebecca noted that a presentation was given at the WCMFAC meeting on the array of behavioral services provided and how to obtain services. A provider had question regarding eating disorders, and noted her patient was hospitalized for medical stabilization but upon discharge there were a number of items that needed to be completed and the process took 6 months. During the 6 months, the patient was readmitted to the hospital. The provider noted a need for a streamlined process and collaboration. The provider also noted there are multiple layers to the referral process, and it takes hours to figure out the member's care and coordination.

Rebecca acknowledged working with members with eating disorders has been challenging across all counties. There is an Alliance eating disorders workgroup that began this year and is working on the issues and solutions to ensure members get the care they need in a timely manner. It was noted the eating disorders workgroup is a collaborative effort across departments at the Alliance. There has been lots of communication with the counties regarding eating disorders, and those with eating disorders behavioral status is deemed specialty. It was noted resources in the smaller counties is also a challenge. Carelon provides the non-specialty benefit and has outpatient providers that specialize in eating disorders for those less severe. Members can be referred for specialty mental health services directly without the need to go to Carelon, there is no wrong door. The eating disorders workgroup is working on ways to better collaborate with providers. **Action:** Rebecca will follow-up with Julie Norton that is part of the workgroup and provide specifics around collaboration efforts. The Care Management team contact information was shared with the Committee and the team is a resource for providers. The team can advocate for members and providers to help members get the care they need.

Rebecca asked the Committee if there were any questions related to the Applied Behavioral Analysis (ABA) benefit. A provider mentioned they were not aware that ABA was offered for non-Autism diagnosis and asked about the criteria for the therapy. Rebecca noted this benefit has been a recent change from the state. Carelon noted there is an FAQ document for physicians to help with referrals for BHT services. A diagnosis is not required if the physician can make a referral for a full CDE evaluation or a referral for BHT. Some conditions are failure to meet milestones, behavioral concerns, lack of communication or organization. The FAQ was shared with the Committee:

[https://thealliance.health/wp-content/uploads/Provider\\_FAQ\\_for\\_BHT\\_Services.pdf](https://thealliance.health/wp-content/uploads/Provider_FAQ_for_BHT_Services.pdf).

There are a large number of members that have a diagnosis of Autism, but it is no longer required. A provider asked if an MCHAT qualifies and Carelon stated that it does qualify. A provider noted for those not reaching milestones, he refers them to the Regional Center, and some are set-up as early as 24 months for ABA therapy. Carelon noted the process begins with an initial assessment followed with provider recommendations. Dr. Hsien suggested further discussion on this issue at the next meeting as it is an area of significant interest..

**5. Open Discussion.**

No further discussion.

Respectfully submitted.

Ms. Tracy Neves  
Clerk of the Advisory Committee

The Whole Child Model Clinical Advisory Committee is a public meeting.



# Whole Child Model Grievances

**Q2 2024 Appeal & Grievance (AG) Review**

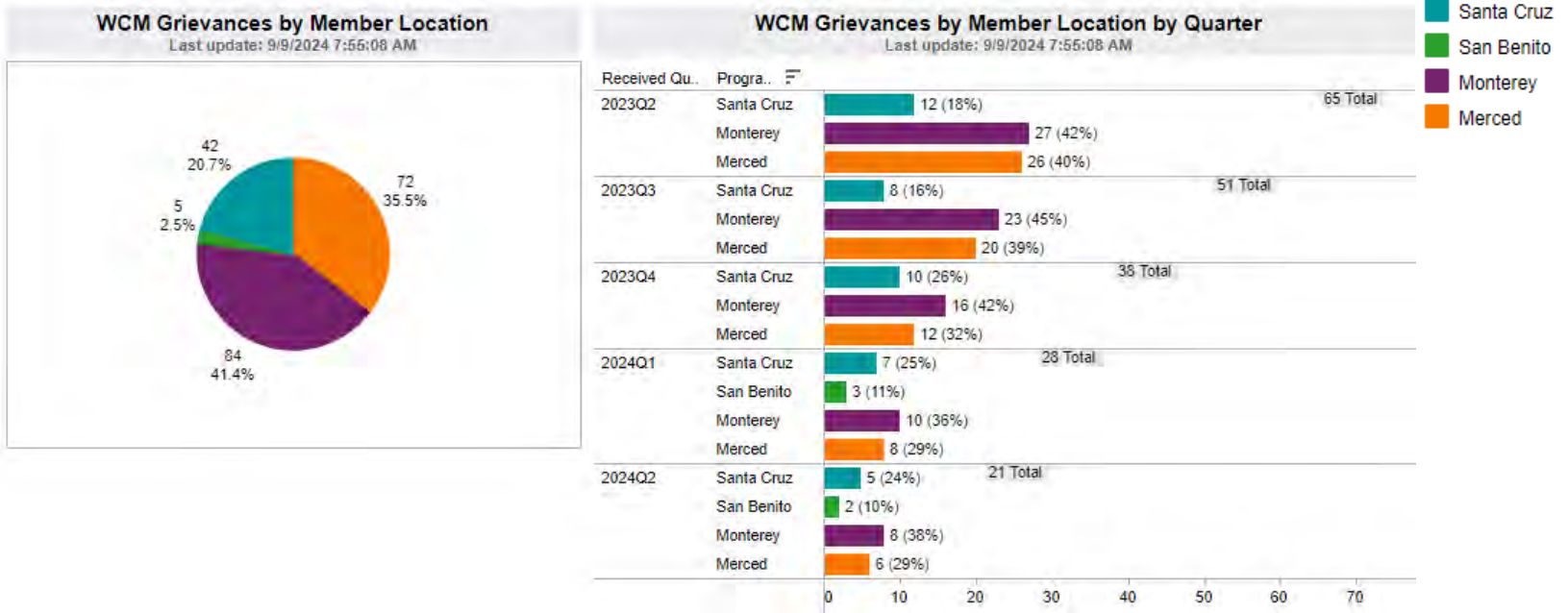
Whole Child Model Clinical Advisory Committee: WCMCAC

Prepared by: Sarah Sanders, Grievance and Quality Manager

September 19, 2024

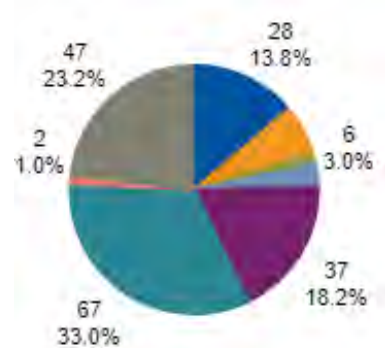
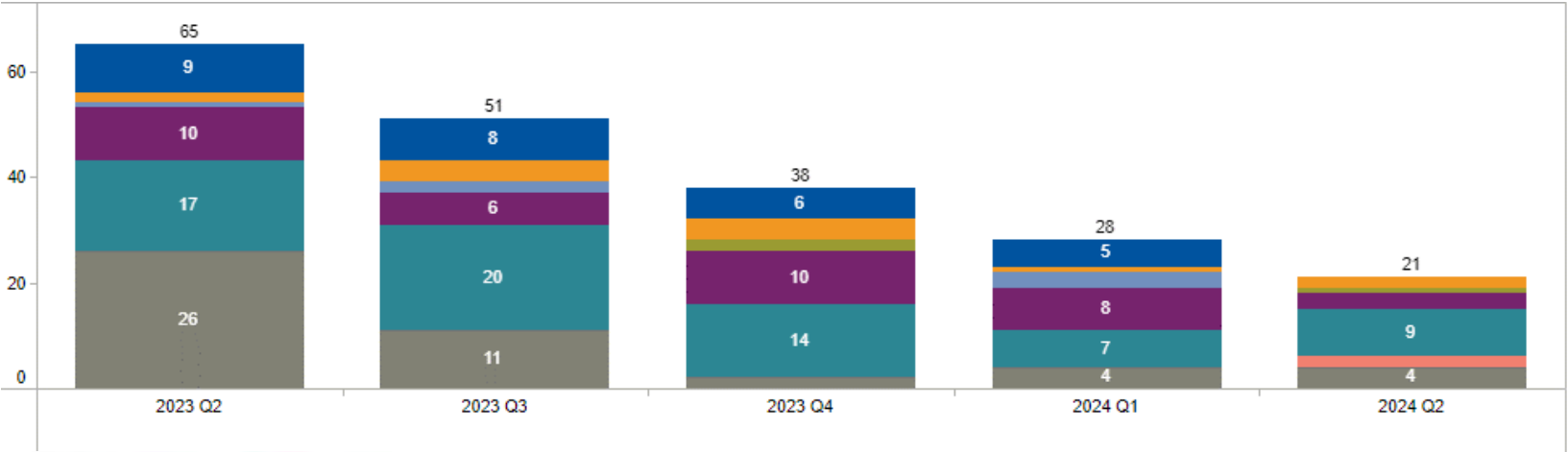


# WCM Q2 2023– Q2 2024 GRIEVANCES by LOCATION





# WCM Q2 2023 through Q2 2024 GRIEVANCES by TYPE



- Appeal
- Benefits-Claims-Cove...
- DME
- Other
- Provider
- Quality of Care-Service
- Timely Access
- Transportation





WCM Review

## Q2 2024 TRENDS

### REVIEW and TRENDS:

1. WCM Grievances are closely monitored to identify trends by the Staff Grievance Review Committee (SGRC)
2. Overall Grievance volume **decreased** again during Q2 2024
3. Notable: no appeals filed in Q2 2024 for WCM
4. Rate of QOC/QOS **increased**
5. Common Themes continued:
  - ❖ QOC/QOS
  - ❖ Provider Billing
  - ❖ Transportation

# WCM **GRIEVANCE** Actions



- Continue engaged monitoring and interventions.
- Monitoring adults exiting from WCM program.
- **Solicit input:** Clinical Partners, please share any questions or suggestions to [ssanders@ccah-alliance.org](mailto:ssanders@ccah-alliance.org)





## Pediatric Complex CM

Kelsey Riggs, Peds CCM Manager

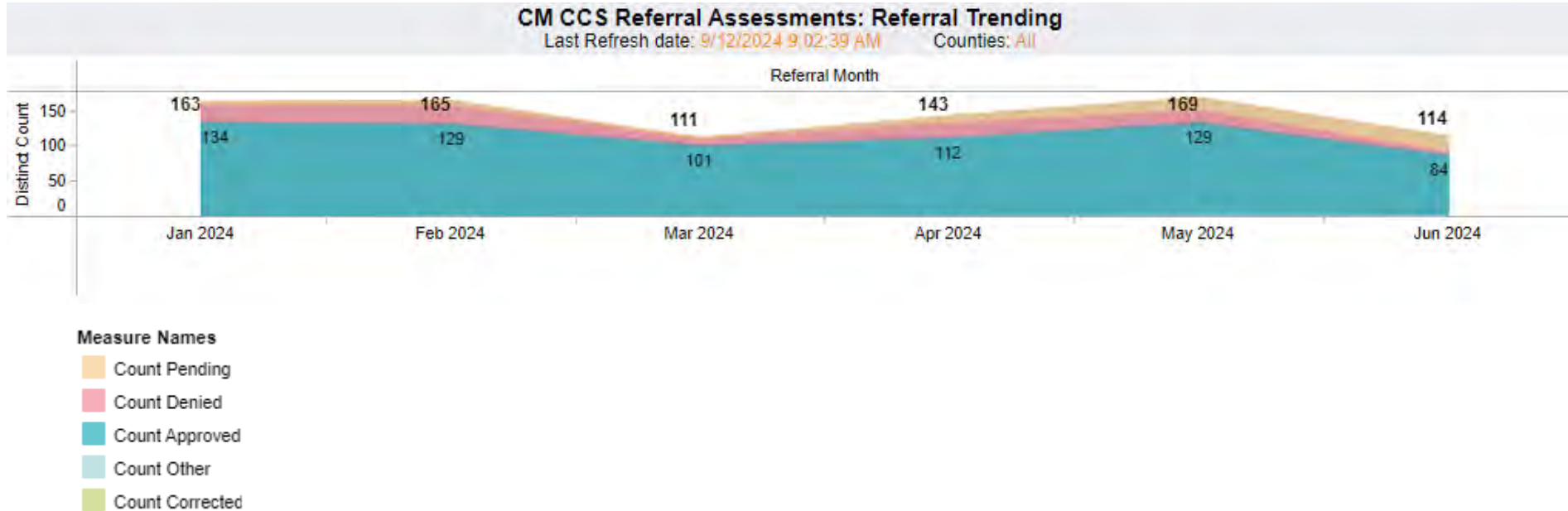
Jenna Stromsoe, Peds CCM Supervisor

Ashley McEwen, Peds CCM Supervisor

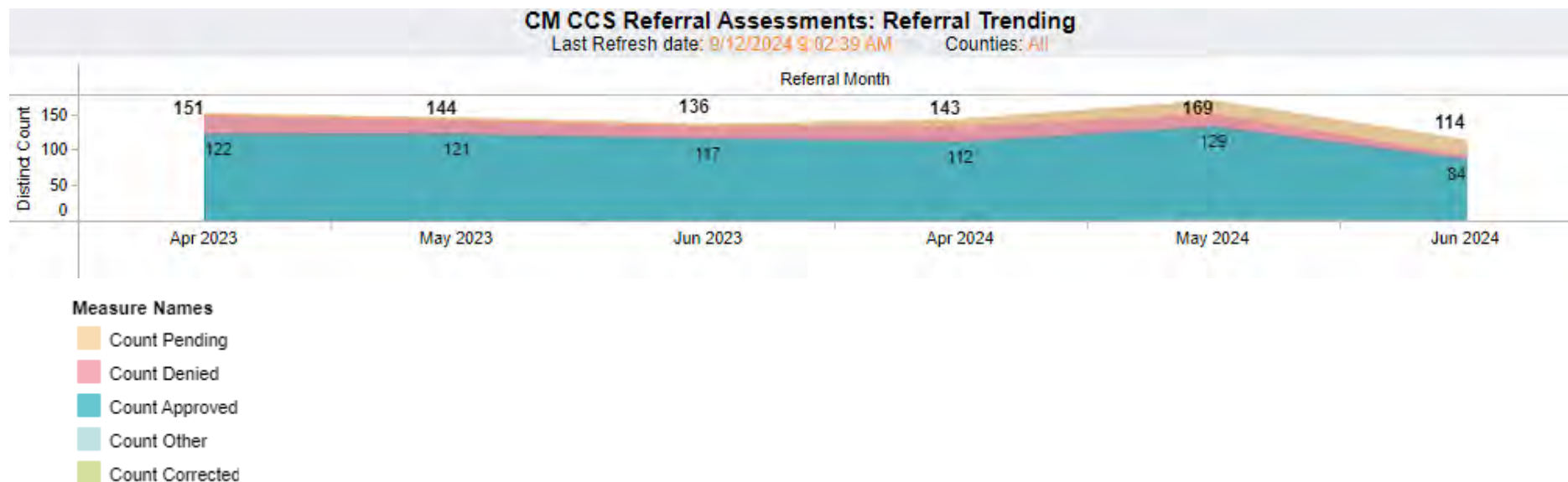
September 2024

# WCM Referral Volumes

# CCAH CCS Referral Trending – Q1 & Q2 2024



# CCAH CCS Referral Trending – Q2 2023 vs Q2 2024



# Referral Counts

## Q2: Alliance Referrals by County

- Merced: 208 (Q1: 154)
- Monterey: 131 (Q1: 194)
- Santa Cruz: 61 (Q1: 81)
- Total Referrals: 400 (Q1: 429)





# Referral Approval Rates

## Q2: CCS Referral Approval Rates by County

- Merced: 76.0% (Q1: 78.6%)
- Monterey: 82.0% (Q1: 71.6%)
- Santa Cruz: 78.7% (Q1: 79.0%)
- Average Approval Rate: 77.8% (Q1: 75.5%)



# WCM Summary

## Member Volumes – Q2 June 2024

- Total WCM Enrollment: 7,686
- WCM Age Out Count: 70





# QUESTIONS?

