

HEALTH PLAN OF SAN MATEO
CONSUMER ADVISORY COMMITTEE MEETING
Meeting Minutes
Thursday, March 5, 2020
801 Gateway Blvd. 1st Floor-Boardroom
South San Francisco, CA 94080

Committee Members Present: Amira Elbeshbeshy, Ricky Fucilla, Angela Valdez, Mary Pappas, Judy Garcia.

Committee Members Absent: Ricky Kot, Cynthia Pascual, Hazel Carrillo

Staff Present: Maya Altman, Pat Curran, Gabrielle Ault-Riche, Karla Rosado-Torres, Dr. Richard Moore, Kiesha Williams, Charlene Barairo, Carolyn Thon, Megan Noe, Vicky Perez, Samareen Shami, Karen Fitzgerald, Colleen Murphey, Kati Philips.

1.0 Call to Order/Introductions: The meeting was called to order at 12:01 pm by Ms. Elbeshbeshy and introductions were made.

2.0 Public Comment: There was no public comment.

3.0 Approval of Agenda: The agenda was approved as presented. **M/S/P**

4.0 Approval of Meeting Minutes for January 9, 2020: The meeting summary from the January 9, 2020 meeting was approved as presented. **M/S/P**

5.0 HPSM Operational Reports and Updates

5.0 2020 Meeting Dates: Ms. Ault-Riche presented the new meeting dates and times; she is proposing a 90-minute meeting on the last Thursday of the month at the current quarterly frequency. She noted the current meeting dates do not align with the completion dates of the reports, which means the information there is often several months old. She also informed the group of her efforts to increase membership in the committee with members from the community. More members will mean more voices and the current one-hour meeting time is already a challenge to meet. She would like to start the new schedule on April 23rd. Ms. Pappas replied that she would not be able to participate if the Committee goes ahead with the proposed schedule. Ms. Ault-Riche inquired if the third Thursday would work, Ms. Pappas responded affirmatively. Ms.

Ault-Riche will meet with data providers to see if that is feasible for the reports necessary. The committee was fine with the proposed 90-minute time frame. Meetings will now go from Noon-1:30 pm. The committee will decide via email on the newly proposed dates, once they are determined.

5.1 CEO Update: Ms. Altman announced that Dr. Moore would be updating the group in depth on COVID19 and the Coronavirus during his report. She remarked that HPSM is taking the lead set by the County public Health Department. There has not been extensive messaging with Providers, and she noted there has not been many calls from Members at this point as well. HPSM will continue to take measures that make sense and follow county health protocols. Pharmacies are ensuring 90-day supplies of medications. HPSM is reviewing their Business Continuity Plan (BCP) to see if more telecommuting is necessary and to determine critical staffing levels. Ms. Altman also provided an update on Seton Hospital. There was a board meeting on March 4th, hundreds of Seton workers were in attendance. There is a rumor that there will be a closure next week. There is an immediate action plan in place with the County. She noted that legally, Verity cannot just abandon patients. HPSM will continue to monitor the situation.

Ms. Altman also announced that Governor Newsom has named a new Director to the Department of Health Care Services (DHCS), Dr. Bradley Gilbert; is the former Public Health officer in San Mateo, and the Former CEO of Inland Empire Health Plan (IEHP), HPSM's counterpart in Riverside County. She also spoke of State proposals to reform Medi-Cal, they are still being finalized but Ms. Altman said they are very excited about some of the proposals, especially those that will allow HPSM to continue the Community Care Setting and Recuperative Placement programs they have been so successful with.

Ms. Pappas asked if there is a plan for Seton patients, she wondered if HPSM can arrange to have them seen at hospitals in San Francisco County, should Seton close. Ms. Altman responded that it is not likely, as there are not enough beds. Ms. Altman noted there may be more interest in keeping Seton Coastside open, even more than the main campus in Daly City. She noted that if Coastside closes, it would be difficult to find another provider in that area.

5.2 CMO Update: Dr. Moore presented to the committee on the Coronavirus and COVID-19. He stated the virus is very common and educated the group that the Coronavirus is a type of SARS. He displayed the differences between COVID 19 and the flu, pointing out the respiratory issues involved with this virus. Those with compromised immune systems are highly susceptible. He provided resource pages from the San Mateo County health site and The Centers for Disease Control Centers and Prevention (CDC) which are also on the HPSM website. Many HPSM Providers are utilizing the website as well. He went over tips and preventative measures that individuals can use to protect themselves. Ms. Garcia inquired on masks and who should use them. Dr. Moore noted the CDC does not recommend the public at large using them. He noted the spread is inevitable, but HPSM is being pro-active. He provided notes and tips on hand washing. Ms. Pappas suggests that folks stay away from nursing homes. Dr. Moore agreed noting the recent spate of nursing home deaths in Washington State. Ms. Barairo said there is a call center run by the County for those with questions about COVID-19. Ms. Elbeshbeshy said testing is covered Medi-Cal and Medicare. She asked if there is a plan for outreach to members to make them aware of this, noting that many may be worried about the price. Ms. Altman noted the cost isn't really the factor, because there is not a sufficient number of tests available. She would like to do outreach, but test kits are just not available to the majority of the population right now. Dr. Moore ended by noting that the CAHPS survey will be out in March. There will be a tip sheet with FAQ's.

5.3 Quality Improvement: Ms. Munoz did a presentation about the Population Needs Assessment (PNA) Annual report. This is a new requirement by DHCS for all managed care plans. She went over the report requirements as well as the timeline and phases. They are in the first phase, data gathering, the report is due on June 30, 2020. The final report will come to the CAC in September. She also provided an update on the Culturally and Linguistically Appropriate Services' (CLAS) program. This year's subject is Mental Health awareness. Ms. Shami updated the group on the County Needs Assessment. She reported that they highlighted 5 areas of focus they would like to work on for the next 3-5 years:

1. Addressing asthma needs for the Pediatric population.
2. Increased lead screening
3. Prevention and management of gestational diabetes.
4. Adolescent mental health and alcohol and other drug use.

5. Maternal mental health and mood disorders.

The County will do an improvement charter to map out problems in each area. She noted that all five points are in line with many of HPSM's goals. She spoke of the need to understand the population, and to find where disparities lie. They will collect data and share that with the County. HPSM will use the results to develop a plan with strategies for each one of the focus areas. She also noted the CAHPS survey should be coming around in May, they will develop a sheet of FAQ's to help with that effort.

5.4 Grievance and Appeals: Ms. Rosado-Torres reviewed the G&A Report, she started by informing the group that the newly proposed meeting dates mean they will gather data differently; noting that as the meetings change the reports may too. She went over the report for Q4 of 2019. They met their goal on the overall rate of complaints, she reviewed the rate of overturned appeals and noted that grievances for prescription drugs and DME went down. The department has added a new section to the report related to the Complaint Tracking Module (CTM), it tracks complaints filed by CareAdvantage-CMC members that are filed directly with Medicare. Since the inception of CareAdvantage CMC, HPSM has received very few CTM complaints. There is also a new section devoted to Medi-Cal regulatory cases or cases that go thru the DMHC Consumer Complaint process or the State Fair Hearing process. There were a total of 17 cases for Q4 of 2019, she provided a breakdown of the results. HPSM is still awaiting a final determination on two cases. She went over the Appeals, how they are categorized and the outcomes. Overturned appeals; grievances have the same trend as the CareAdvantage line they have decreased. Quality of Care and NON-BHRS cases have decreased as well. She advised group of the addition of the Kaiser Whole Child Model section. A total of 59 members requested to change their PCP in Q4 of 2019. Ms. Ault-Riche took this time to introduce Georgina _____ as an author of these extensive reports.

5.5 Provider Services: Ms. Murphey provided an update from the Provider Services department starting with ABA services: HPSM continues weekly and daily monitoring with Magellan, their delegate who provides these services. Some recent improvement steps they have been working with Magellan on include the addition of new providers to their network, and additional monitoring. Magellan is going to track the utilization of authorized service hours per provider. She also reported on pediatric speech therapy, HPSM sent out notifications to referring providers and therapists in February asking them to begin sending referrals for summer services to HPSM, so that they can

help coordinate care and plan for the expected increase in needed services during months that school services may not be available. This communication campaign also included posting the notice online on the HPSM website. She reported a majority of Skilled Nursing Facilities are visiting HPSM on Friday as part of a larger learning collaborative. They will discuss concerns around risks in nursing homes.

Ms. Murphey also provided a brief update on Seton. HPSM continues to monitor Seton and has a meeting planned with in-network SNF and Hospital staff scheduled for 3/6/2020 in which they will discuss:

- COVID-19 strategies for facilities. Concern is particularly high about COVID-19 in Skilled Nursing Facilities.
- Best practices for discharge planning and care transitions between hospitals and SNF/LTC facilities
- Discuss the plan for Seton patient transitions, should these be needed.

There is no closure currently planned for Seton. HPSM will be discussing the member transition scenario as a hypothetical only for the sake of preparedness.

Ms. Murphey also provided an update on Behavioral health regarding de-delegation. To better support the County, HPSM and BHRS jointly decided to work together to transition some of the administrative functions of managing the behavioral health benefit to HPSM, to free up BHRS capacity to focus on their strength as a provider. HPSM will be hosting provider forums in the coming months to answer questions about what this means for them, and to begin the process of gradually transitioning administrative functions such as contracting, credentialing and claims payment to HPSM. The joint goal is for this process to be as non-disruptive to providers as possible.

5.6 Member Services: Ms. Williams reviewed the Member Services and Care Advantage report. The Medi-Cal line of business continues to see a decrease, there was an average decrease of 2.6% overall for this line in 2019. They did a recent Memorandum of Understanding (MOU) with the Health Coverage Unit (HCU) in an effort to retain enrollments in Medi-Cal. Call center metrics were met a majority of the time for Q4 of 2019. HPSM provides customer support via email communications. Regulations require plans to respond to member email inquiries within one business day of submission. Goals were met for email inquiries from HPSM members. Ms. Williams noted that the last Member Services report of 2019 included information on the Kaiser

Call Center, however Kaiser has since retired their Call Center reports. Ms. Ault-Riche remarked that they are in the process of getting that data back. Ms. Barairo reviewed the CareAdvantage Enrollment and Call Center report. Enrollment continues to decrease, the count for the last quarter of 2019 stood at 8,813. She went over current enrollments and dis-enrollment numbers, noting that the majority of dis-enrollments are due to death. She credited their work with HPSM's Marketing and Communications department for achieving the monthly enrollment target. She noted that the recent MOU with the HCU unit, noting they will continue to work with them and Legal Aid to HPSM members retain their Medi-Cal. The Call Center average speed to answer for Q4 was 14 seconds. She went over the average call times for 2019. All goals for Q4 were met in this area, including the abandonment rate. Analysis for 2019 shows the department exceeded all goals and requirements even while they were short-staffed. They are currently looking for Chinese and Spanish speaking Navigators. They have also hired a Customer Support Coordinator, this position floats between the Customer Support, G&A and CareAdvantage departments to help and support where needed.

6.0 New Business: There was no new business.

7.0 Adjournment: The meeting was adjourned at 12:51 pm by Ms. Elbeshbeshy. **M/S/P**

Respectfully submitted:

M. Heryford

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Assistant Clerk to the Commission