

DRAFT

**Health Plan of San Mateo
CareAdvantage Advisory Committee
Friday, January 27, 2023 – 11:30 a.m.
Meeting Summary
-Virtual Meeting via Microsoft Teams-**

AGENDA ITEM: 3.0

DATE: April 28, 2023

Important notice regarding COVID-19: Based on guidance from the California Department of Public Health and the California Governor's Office, in order to minimize the spread of the COVID-19 virus, Health Plan of San Mateo offices were closed for this meeting, and the meeting was conducted via online meeting/teleconference. Members of the public were invited to submit public comment via email to the Clerk in advance of the meeting and were also able to access the meeting using the web and teleconference information provided on the meeting notice.

Committee Members Present: Amira Elbeshbeshy Claire Day, Gay Kaplan, Dr. Darlene Yee-Melichar, Beverly Karnatz, Jill Dawson, Bernie Mellott, Nina Rhee, Pete Williams, Ricky Kot, Ligia Andrade Zuniga.

Committee Members Absent: Lisa Mancini.

Staff Present: Pat Curran, Karla Rosado-Torres, Chris Esguerra, M.D., Karen Sturdevant, Megan Noe.

1. Call to Order / Introductions

The meeting was called to order at 11:30 a.m. by Karla Rosado-Torres. Beverly Karnatz introduced Donovan Fernandez, Service Coordinator at Hillcrest Gardens in Daly City.

2. Public Comment

There were no public comments received via email prior to the meeting or made at this time.

3. Approval of Minutes

The minutes for October 28, 2022, were presented for approval. Motion to approve: Zuniga / Second: Yee-Melichar. Minutes were approved as presented.

4. Adopt a resolution finding that, as a result of continuing COVID-19 pandemic state of emergency, meeting in person would present imminent risks to the health or safety of attendees

In accordance with AB 361, a resolution for approval was presented finding that meeting in person would present imminent health risk due to COVID-19.

Motion to approve: Zuniga; Second: Elbeshbeshy. All in attendance were in favor. The resolution is attached to these minutes as part of the record.

5. State/CMS Updates

Mr. Curran touched on the sad events that have taken place in Half Moon Bay with the shootings. He explained that HPSM staff are in contact with the county to look at the ways to best support the community, our members and employees. The county is providing some behavioral health services for the community and other initiatives are in place and being planned.

Ms. Elbeshbeshy state that Legal Aid has worked with the county to provide support in Half Moon Bay. They were asked about mental health and behavioral health services specifically for people on ACE and restricted Medi-Cal. Dr. Esguerra stated that the access number for the county is the best way to get these services. ACE is covered and their calls will be routed to where they need to go, which includes restricted Medi-Cal.

Mr. Curran reported that the state officially ended the public health emergency as of the end of February. This means that our public meetings such as this group will return to being held in person. We are exploring ideas around meeting remotely as we have become a bit accustomed, but for now, beginning March 1st, all public meetings will resume meeting in person.

Another state update is that many health plans throughout California will transition to or begin serving dual eligible beneficiaries for their Medi-Cal coverage beginning January 1, 2023. This is a big transition for California, as many dual eligible beneficiaries were receiving their Medi-Cal benefits directly through the state FFS program. Members will still have their primary coverage as Medicare. This does not affect San Mateo County as we have been covering these beneficiaries for many years.

Mr. Curran stated that he will be picking up where Maya Altman left off on serving on the Master Plan on Aging participation. He reported that the governor's budget in January did not include major cuts in terms of benefits or services for Seniors and Persons with Disabilities (SPD), but there were no new programs or enhancements. The Master Plan on Aging may bring awareness to things like long term care and some of the experiences during the pandemic with access to care and services provided in nursing facilities.

Dr. Yee asked about other areas of the budget and if any other funding might make its way to Health and Human Services. Mr. Curran was unaware of any other movement in this direction.

6. HPSM Updates

a. D-SNP Transition Update – Karla Rosado-Torres

Ms. Karla Rosado-Torres, HPSM Director of Medicare, gave an update on the D-SNP transition. She reported the following:

- During enrollment period that began at the end of 2022, we experienced a 99.8 retention rate meaning that we kept most of our Cal MediConnect members and transitioning them into the D-SNP
- We gained 94 new members during the enrollment period.
- New benefits began in January for Over-The-Counter (OTC) items that offers members \$90 on a quarterly basis; we also offer a healthy foods benefit, which provides \$65 quarterly for those who qualify.
- The bid submitted to CMS was approved. This is the annual process to determine our costs and member benefits for the program.
- Marketing and branding campaigns are being planned, and staff will become more involved in the community, participating in events and health fairs.

b. End of Public Health Emergency - Update.

Ms. Karla Rosado-Torres explained the renewal process for members now that the public health emergency will end on February 28, 2023.

- Members will start receiving notices to renew their Medi-Cal in April 2023.
- For CareAdvantage members, there is a four-month deeming period.
- HPSM and HSA will be communicating when members report they have not received their renewal packet so HPSM can reach out to help them, make sure they are aware of the renewal timeframes and when they have to submit their documents.
- It was encouraged that if anyone on this committee has contact with members to urge them to make sure their contact information is up to date so they don't miss any important notices or their renewal packet. And that they should fill it out and send their packets back as soon as possible, even if they don't have all the complete information, so they don't miss the deadlines.

7. Discussion Topics:

a. Member Advisory Committee

- i. **Ideal candidate**
- ii. **Recruitment efforts**

Ms. Rosado Torres introduced Teresa Kopp who has worked with HPSM in the Population Health team on health equity. Ms. Kopp expressed the importance of direct member and community input when it comes to health equity and member engagement in our committees.

Ms. Kopp explained that in 2023, D-SNP plans must establish and maintain one or more member advisory committees that engages member input. Elements discussed were:

- Criteria for participation
 - Collective conversations with Community Groups and members, possibly quarterly and in person.
 - Active Members or Care Givers
 - Able to commit at least one to two hours per month (not in person)
 - With the strong interest of diversity, language and resources around translation comes in to play; maybe language specific meetings launched over time.
 - Passion for patient centered care for individuals and populations with chronic conditions
 - Related to languages questions were raised about sign language and other technologies for multiple language translations and hearing disabilities
 - Discussion ensued on the variety of language needs and vendor support and technologies that may be out there to help with the varying language needs and having various options to get member input.
- How to define reasonable representation
- Recruitment plan (process)
 - Demographics: Line of Business
 - When and how to gather information from people – outreach materials
 - Do we want to have an application
 - Do we want to gather demographic information within the application (or would that be perceived as discriminatory)
 - Should there be an interview stage
 - An approach shared was that some of this “application” and selection process may scare people away however, if the purpose of these committees is to truly solicit feedback it may be those willing to go through this type of process may be more likely to participate in the meetings.
 - The thought of what calling the process something less threatening such as “information session” as part of an onboarding stage.
 - Discussion on outreach and materials for members developed by marketing that will be easily understood.
 - Getting the word out through referral of people who would be interested as opposed to putting it out through a member newsletter.
- Timelines for forming this committee
 - By April to have 5 additional members on this committee bring the member percentage to 43%

- Conversation ensued on the process for recruiting and whether or not the current committee would be involved in the process. This has not yet been determined.
- Consideration of residents from a assisted living facility and the possibility of transportation
- Question if this would be solely members on this committee
- Question about holding hybrid meetings. Mr. Curran stated this is something they are looking into with relation to Brown Act requirements.

Ms. Rosado-Torres concluded that staff would prepare something to send to the committee through email for input on these processes in the near future.

8. CCI Ombudsperson Report (Legal Aid)

Ms. Elbeshbeshy reported:

- Public Health Emergency ending will also end the Medi-Cal continuous coverage requirement. They anticipate this to cause confusion because it has been three years since members have had to do any paperwork. The continuous coverage requirement will end on March 31st.
- DHCS is meeting with counties weekly over the next several months to update contact information, sharing FAQs, etc.
- The asset elimination is set to take place January 2024. If people are having trouble proving their assess or finding the verification who may be just over the asset limit, they may be disenrolled. She asked the committee to share this with Legal Aid.

9. LTC Ombudsperson Report

Ms. Bernadette “Bernie” Mellott, who is the new Executive Director of Ombudsman Services of San Mateo County, was present for the meeting but had to leave before getting to this agenda item. No report given at this time.

10. Questions about reports distributed prior to meeting.

- a. Health Risk Assessment/Care Plan Completion and LTSS Utilization Dashboard**
- b. Grievance & Appeals Report**
- c. Call Center & Enrollment Report**
- d. IHSS Utilization Report**

There were no questions about the submitted reports at this time.

Ms. Elbeshbeshy took this time to further reported on an issue they see related to Long Term Care Share of Cost referrals noting that there is not much they can do to help, however, they do offer training for staff with “PowerShell” which may be helpful.

11. Other Discussion Topics.

None.

12. Adjournment

The meeting adjourned at 12:54 p.m.

Respectfully submitted:

C. Burgess

C. Burgess, Clerk of the Commission

**RESOLUTION OF THE
CareAdvantage Advisory Committee**

**IN THE MATTER OF APPROVAL OF TELECONFERENCE MEETING
PROCEDURES PURSUANT TO AB 361 (BROWN ACT PROVISIONS)**

RECITAL: WHEREAS,

- A. In the interest of public health and safety, as affected by the state of emergency caused by the spread of COVID-19, the San Mateo County Board of Supervisors recently found that meeting in person would present imminent risk to the health or safety of attendees of public meetings and accordingly directed staff to continue to agendize its public meetings only as online teleconference meetings; and
- B. The Board of Supervisors strongly encouraged other legislative bodies of the County of San Mateo that are subject to the Brown Act to make a similar finding and avail themselves of teleconferencing until the risk of community transmission has further declined; and
- C. The Committees of the San Mateo Health Commission must make such a finding under AB 361 in order to continue to conduct meetings as online teleconference meetings.

NOW, THEREFORE, IT IS HEREBY RESOLVED AS FOLLOWS:

- 1. The CareAdvantage Advisory Committee hereby finds that in the interest of public health and safety, as affected by the state of emergency caused by the spread of COVID-19, meeting in person would present imminent risk to the health or safety of attendees of public meetings for the reasons set forth in Resolution No. 078447 of the San Mateo County Board of Supervisors and subsequent resolutions made pursuant to AB 361; and
- 2. The CareAdvantage Advisory Committee continues to agendize its meetings only as online teleconference meetings; and presents this item, within 30 days, for its consideration regarding whether to make renewed findings required by AB 361 in order to continue to meet remotely.

PASSED, APPROVED, AND ADOPTED by the CMC Advisory Committee this 27th day of January 2023
by the following votes:

AYES: Elbeshbeshy, Day, Kaplan, Yee-Melichar, Karnatz, Dawson, Mellott, Rhee, Williams, Zuniga.

NOES: -0-

ABSTAINED: -0-

ATTEST:

BY: C. Burgess

C. Burgess, Clerk